

Position Description

Position Title:	Safety, Quality & Experience Manager
Reports to:	Director Clinical Governance & Improvement
Department:	Quality, Risk & Innovation
Directorate:	Quality, Risk & Innovation
Cost centre:	R1706
Code & classification:	Clinical Nurse Consultant C (ZA7 - ZA8)
Employment conditions:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 -2028 and its successors and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Safety, Quality & Experience Manager reports to the Director Clinical Governance & Improvement, and has responsibility for the day to day operations of the Quality, Risk & Innovation Unit, and direct staff including the Safety, Quality & Experience Coordinators and Administration staff.

The Safety, Quality & Experience Manager has responsibility for the functional and operational responsibilities of the Quality, Risk & Innovation Unit, inclusive of accreditation, incident management, risk management, feedback management and consumer experience, continuous improvement, audit and controlled documents. This is inclusive of monitoring of the end to end processes for the systems, and their effectiveness that the Quality, Risk & Innovation Unit have responsibility for.

The Safety, Quality & Experience Manager works within the Clinical Governance, Risk Management and Improvement Frameworks of GV Health and leads and coordinates safety, quality, risk and innovation activities across GV Health and takes the functions of the Quality, Risk & Innovation Unit to the forefront of patient care. This role supports all staff to understand their department's safety, quality and consumer experience performance and associated opportunities for improvement.

The Safety, Quality & Experience Manager plays a pivotal role in the development or revision of systems and processes to improve safety and quality outcomes for consumers and staff alike. This requires an innovative and adaptable approach to project and change management that is grounded in evidence-based practice to improve the safety and quality of service provision.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

Leadership

- Promote and demonstrate GV Health's values and ensure the privacy and confidentiality of clients, staff and the organisation.
- Establish and maintain professional relationships and high levels of interaction with staff across the organisation to support continuous improvement and a 'just is' culture of safety and quality that promotes high professional standards.
- Work in partnership with members of the Quality, Risk & Innovation Unit to promote a culture of safety, quality and continuous improvement at GV Health.
- Participation in internal and external committees and working parties.
- Lead the financial functions relevant to area of the department including the development, monitoring and reporting on the annual budget.
- Hold responsibility for recruitment within the Department and the Department's compliance with mandatory training and annual performance reviews.
- Lead the general operations of the Quality Risk & Innovation Unit to ensure delivery of strategic goals and operational plans.

Clinical Governance

- Promote the concept and principles of clinical governance at GV Health and work with staff to understand their roles and responsibilities in the practical application of this.
- Develop and deliver education to support staff in their understanding of clinical governance, safety and quality and the functions of the Quality Risk & Innovation Unit.
- Systematically review the systems and processes that underpin clinical governance at GV Health to identify opportunity for improvement of safe and quality of care of services provided.
- Maintain sound current knowledge of relevant Government policies, procedures and practices in order to incorporate and reflect these into the deliverables of the position.
- Ensure compliance and application of responsibilities as detailed in the Risk Management Framework, Innovation and Improvement Framework and the Incident Management and Consumer Feedback Procedures.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.

Accreditation

- Provide advice to the Director Clinical Governance & Improvement on matters of Accreditation.
- Maintain the accreditation schedule and review of accreditation requirements as they evolve with legislative change.
- Coordinate GV Health's end to end processes for multiple accreditation cycles (and other relevant external auditing processes as requested) including the:
 - preparation of pre-assessment documentation;
 - evidence availability and currency;
 - onsite or virtual accreditation;
 - annual self-assessment; and
 - supporting and monitoring implementation of recommendations against the standards.
- Ensure identified gaps in performance, service delivery and clinical care (e.g. through self-assessment and auditing processes) are linked to risk where relevant and incorporated into quality plans for reporting and monitoring.
- Provide expert advice and education to GV Health staff on Accreditation standards and the evaluation process and program.
- Attend and provide advice and support for the standard committees/meetings/huddles.

Performance Monitoring and Continuous Improvement

- Build key relationships with the leadership team of GV Health to implement clinical and strategic priorities.
- Monitor performance of safety and quality metrics and indicators to identify opportunities for improvement, whilst supporting staff in continuous improvement.
- Synthesise and analyse information from safety and quality performance reports and provide recommendations for improvement.
- Provide safety and quality performance reports within specified timeframes to the Director Clinical Governance & Improvement and Committees of GV Health.
- Contribute to organisational quality and safety initiatives and participate in the evaluation and continuous improvement processes.
- Coordinate the development and implementation of an annual GV Health continuous improvement plan, including summary of achievements, quality goals, performance indicators and identified priorities for action to ensure GV Health meets organisational objectives and accreditation standards.
- Ensure budgetary targets and key performance indicators are met.
- Contribute and coordinate information for the Annual Report and Quality Account.

Incident Management & Consumer Experience

- Provide clinical advice, analysis and reports on clinical matters related to incident, feedback and clinical accreditation requirements. Review clinical care in response to incident, feedback, accreditation findings or other reviews, analyse and provide clinical reports.
- Working with other clinicians conduct family meetings, Statutory Duty of Candour and Open Disclosure of clinical adverse events.
- Act as a resource and provide clinical advice to the organisation on matters of variation in practice, incidents or adverse events.
- Management of the end to end processes of the Incident and Feedback Management systems of GV Health.
- Lead and continuously improve the end to end processes of the Incident Management and Consumer Feedback systems, whilst monitoring the key performance indicators of the systems to achieve targets.
- Lead and champion the Consumer Partners & Representatives Program, implementing and growing the opportunities for consumer involvement at GV Health.
- Lead the development, review and monitoring of the GV Health Consumer Experience schedule.
- Support the Safety, Quality and Experience Coordinators in the processes of incident and feedback management and monitoring and responding to performance to meet Key Performance Indicators.
- Manage the processes for the investigation and monitoring of In-Depth Case Reviews (IDCR) and Root Cause Analysis (RCA's) in conjunction with relevant staff, and external representatives, consumers and applicable department bodies, and or Commission's.
- Lead and evolve the processes that support Open Disclosure and Statutory Duty of Candour and Serious Adverse Patient Safety Event (SAPSE) Review.
- Promote patient Healthcare Rights and consumer centred care at GV Health and actively work to increase consumer participation throughout GV Health.
- Lead and development of the consumer experience program including the Patient Experience Trackers and the Victorian Health Experience Survey (VHES).
- Monitor and respond to consumer feedback including reporting findings to management and the appropriate committees.

Risk

- Work with Risk Lead & Performance Analyst to conduct risk assessments across GV Health, supporting the growth of the Risk Management Framework and procedures.
- Contribute to an organisational culture of safety and quality, in which patient safety and clinical risk management becomes an integral part of core business.
- Provide education and support to clinicians in the identification and mitigation of risk at GV Health.
- Support the teams of GV Health in the process of risk assessment and review, which includes the monitoring of controls, treatment plans and actions.
- Work with clinicians to reduce healthcare errors and other factors that contribute to unintended adverse patient outcomes.
- Be proactive in the screening, identification and management of risk and support the integration of new and emerging risks into the system.

Controlled Documents

- Management of the end to end processes for the Controlled Document system (Prompt) at GV Health and monitoring key performance indicators to achieve targets.
- Provide leadership to staff of GV Health to monitor the currency of controlled documents (e.g.: policy, procedure and consumer publications) and aid in the development and prioritisation and review of these documents.
- Provide expert advice on system and process development to inform the review of controlled documents to align with best practice and contemporary evidence.
- Work with the Safety, Quality & Experience Administration Officers, the Risk Lead & Performance Analyst and Quality Systems Lead & Performance Analyst to prioritise the development and review of controlled documents to reflect the goals and values of GV Health and key principles that underlie the National Safety and Quality in Healthcare Standards.
- Develop / review and implement policies, procedures and guidelines related to clinical governance and monitor these for effectiveness.

Audit

- Management of the end to end processes of the Quality Risk & Innovation Unit audit program of GV Health and monitoring of audit and reporting cycles to meet key performance indicators to improve patient safety outcomes.
- Provide support and specialist advice to the organisation's audit systems, and continuously improve the audit program.
- Lead the development, review and monitoring of the GV Health audit schedule.
- Lead the development and revision of audit tools, analyse data and provide information reports to division's supporting the identification for improvement.

External Relationships:

Liases with:

- Safer Care Victoria
- Department of Health
- Accreditation Bodies
- Australian Council on Healthcare Standards (ACHS)
- Aged Care Quality & Safety Commission (ACQSC)
- National Disability Insurance Agency (NDIA)
- Health Complaints Commission
- Mental Health & Wellbeing Complaints Commission

- Commission for Children & Young People
- Office of the Public Advocate
- Older Persons Advocacy Network
- Victorian Managed Insurance Agency (VMIA)
- Health Services and other agencies
- Consultants
- Consumers of GV Health

Internal Relationships:

The Safety, Quality & Experience Manager works across GV Health promoting and leading a culture of continuous improvement by working alongside Managers, Directors and the Executive Management Team to achieve the safety and quality priorities of GV Health.

The Safety, Quality & Experience Manager acts as an internal consultant to the Director Clinical Governance & Improvement and the Executive and Senior Management of GV Health by supporting review or evaluation of systems, progress and outcomes, and linking this to opportunities for change and improvement using contemporary change management processes.

POSITIONS REPORTING TO THIS ROLE

- Safety, Quality & Experience Coordinators
- Safety, Quality & Experience Administration Officers

KEY SELECTION CRITERIA**Formal Qualification(s) and Registration(s) Requirements:**

- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse.

Essential:

- Significant leadership skills and management experience with capacity to influence change and create a culture of continuous quality improvement.
- Demonstrated success in leading the design, management, implementation and evaluation of quality improvement projects or change management programs within a multi-disciplinary environment.
- Experience in planning and implementing accreditation programs.
- Demonstrated skills and experience in collection and analysis of qualitative and quantitative information and report generation.
- Experience in the processes of incident risk, continuous improvement and complaint management.
- Working knowledge of current principles of risk management and clinical governance.
- Excellent written, communication and interpersonal skills, including high level quality reports to governing bodies and well-developed presentation skills.

Desirable:

- Tertiary qualification in quality improvement or equivalent.
- Demonstrated ability in the development and facilitation of training and education programs to clinical and non-clinical staff.
- Knowledge of Victorian government health policy and funding arrangements.
- Understanding of the role and practices of the Victorian Health Services Commissioner and complaints management process.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of effective teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Full accreditation status across all programs and service areas.
- Timely preparation and submission of all pre-accreditation documentation across all accreditation programs.
- System and process key performance indicators of the Quality, Risk & Innovation Unit are met.
- Timely delivery of relevant reports to committees as per the GV Health Committee structure.
- The department is within budget.
- Performance and development reviews are completed on time, training and core competency requirements are met and leave balances are managed in accordance with the policy and procedure to minimise liability.
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures.
- 80% attendance and active participation at committees, working groups and meetings.
- Active participation in the Performance and Development Review process.

ALL GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;

- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children’s Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Quality, Risk & Innovation

Safety, Quality & Experience Manager

Reviewed by:

Director, Clinical Governance & Improvement

Issue Date:

May 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)