

Position Description

Position Title:	Lead - Continuous Improvement		
Reports to	Manager Business Services		
Directorate:	Corporate Services		
Business Unit	Business Services		
Number of Direct Reports	nil	Budget Responsibilities	nil
EMPHN Classification	Band 4		

Reviewed by:	Megan McCreddie, HR Business Partner Corporate Services	Date:	20/10/2017
Approved by:	Angelica Georgaklis, Executive Director Corporate Services	Date:	Click here to enter a date.

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities will be:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

This position plays an important role within the Corporate Services Directorate in supporting the organisation to grow its continuous quality improvement (CQI) capability to ensure we can achieve and maintain ISO 9001:2015 certification and in doing so contribute to EMPHN being a high performing organisation where continuous improvement is an integral way of working.

Working with the Manager Business services the position will lead and drive the ISO Certification Project to ensure successful certification by June 2018.

Key Relationships and Stakeholders

Internal

- Executive Directors and managers in their role as custodians of key process and systems and subject matter experts
- The Executive Management Team in their role as the Project Control Group for the project
- Executive Director Corporate Services as the project sponsor
- Board Secretariat in their role supporting the EMPHN Board's be well prepared for interviews as part of ISO surveillance audits and custodian of Board policies and information
- All staff as contributors to ISO preparation activities and subject matter experts
- Manager Business Services as the responsible project manager

External

- Contracted Certification Agency who will undertake EMPHN ISO assessment
- External Consultant (JK consulting) as an expert facilitator and resource for the project
- Relevant legislative and regulatory bodies as needed
- Other Primary Health Networks as a resource and network to identify and share common improvement opportunities

Accountabilities

- Manage the ISO Certification Project to ensure EMPHN successfully achieves ISO Certification by June 2018.
- Management and development of a quality management system (QMS), including leading and developing the ISO committee, as a key component of successful ISO certification
- Working with the Manager Business development of policies, systems, controls and training in line with the eight ISO principles and EMPHN core business processes:
 - Stakeholder Engagement;
 - Commissioning;
 - Clinical Governance;
 - Human Resource Management;
 - Financial Management;
 - Risk management; and
 - Governance.
- Support the organisation to create an integrated culture and sustainable practice of continuous improvement
- Support the Manager Business Services to lead the development of a policy framework that is aligned and supports the eight ISO principles
- Other duties as reasonably required to meet the primary purpose of the position.

Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

Position Description

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner which upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications

- Qualifications in quality management or comparable continuous improvement methodologies in a not for profit or non-clinical health setting would be highly desirable

Knowledge, Skills & Experience

Essential

- Extensive experience in quality systems development, reporting and compliance
- Experience in implementing a continuous quality improvement (CQI) framework such as ISO 9001:2015
- Demonstrated ability to prioritise competing demands, exercise sound judgement and organise systems and procedures to guide work and track progress.
- Ability to work collaboratively within a team, partner with internal colleagues to deliver shared outcomes and work developmentally with colleagues to prepare for ISO certification
- Highly-developed interpersonal; communication and engagement skills and demonstrated capacity to develop and maintain effective working relationships with internal stakeholders and the Board to successfully achieve ISO certification
- Demonstrated ability to adapt to changing requirements and expectations and ensure personal and organisational commitment in times of change and transition

Desirable

- Current and comparable experience supporting a service based organisation successfully achieve ISO certification.
- Demonstrated experience and understanding of the primary health care environment.