Position Description

Position Title	Quality, Governance and Risk Specialist
Reports To	Executive Director – Governance, Risk and Compliance
Business Unit	Governance, Risk and Compliance (GRC)
EMPHN Classification	Band 4

EMPHN Values

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. Our organisational values underpinning the work we do are:

We value **INTEGRITY**
We speak the truth and operate with trust, respect, inclusion and professionalism

We value **WORKING TOGETHER**
We foster partnerships by being inclusive and interacting as one team to achieve shared outcomes

We value **COURAGE**
We are agile, flexible and innovative in leading transformational change and achieving our vision and mission

Purpose of Position

The Quality, Governance and Risk Specialist is responsible for supporting EMPHN's quality, governance and risk management policies, processes and systems and ensuring they complement our strategic direction and operational imperatives, whilst maximising efficiencies across the business. The incumbent will also lead EMPHN's quality certification program, and champion continuous improvement throughout the business.

Key Relationships and Stakeholders

Internal
- Executive Leadership Team
- Leaders across the organisation
- EMPHN employees and contractors

External
- External Auditors
- Accreditation bodies
- Australian Government DOH and other funding bodies
- External risk system specialists
- Regulatory bodies

Key Accountabilities

Quality, Governance and Risk Management
- Support the ED and ELT in development and implementation of EMPHN's strategic and business plan with a focus on Quality, Governance and Risk.
- Participate actively in quality improvement and risk reduction activities, including, but not limited to, accreditation, OHSWE, fire & safety, clinical, non-clinical audit schedules and mandatory education.
- Champion the implementation of our risk management framework.
- Lead internal audits and reviews to identify issues and opportunities for improvement in process.
- Investigate incidents and complaints, analysis & reporting, including driving a rigorous approach to root cause identification and close out of corrective actions.
- Assist in development and review of policies/ procedures and support development of standardised approaches to risk and quality management, and clinical governance.
- Engage with team members and facilitate risk assessments and activity planning, ensuring that quality, safety and risk are considered at all stages of a project's lifecycle.

Operational Leadership
- Role model the desired culture, consistent with EMPHN's values and behaviours, including the modelling of a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Empower staff to participate and drive a culture of ongoing quality and improvement.
- Encourage quality, governance and risk policy, process and systems as key inputs into strategic and operational objectives.
- Deliver internal support and education & training as needed in relation to quality process, and /or in relation to implementation of new or changed quality, safety and risk processes.

Position Description

Stakeholder Engagement and Relationship Management
- Drive effective relationships and communications ensuring you remain a trusted partner to leaders across EMPHN.
- Ensure effective and strong relationships with internal and external stakeholders in a manner consistent with EMPHN values and that supports achievement of EMPHN's strategy.
- Support the implementation of quality and risk systems that ensure operational success and quality outcomes and impacts.

Business Management
- Set performance standards and measures for the function and provide timely and accurate information, reports and advice to the ED and business.
- Assist in identifying regulatory, legal requirements and government reporting regulations impacting the quality, governance and risk functions.
- Contribute to the development of annual budgets that support the initiatives of the Unit.
- Scan the environment for opportunities to improve and innovate processes, policies, systems and applications for EMPHN.

Qualifications

- Relevant tertiary qualifications in risk, quality, governance or a business related discipline are preferred.
- Post Graduate qualifications in governance, quality and/or risk are desirable but not essential.

Key Capabilities, Skills and Experience

- Proven knowledge and demonstrable experience in quality, governance and risk management, preferably in health organisation or a related sector.
- Experience in accreditation surveys and auditing requirements.
- Previous experience developing benchmarks and performance indicators for operational success, quality, and service impact and outcomes.
- High level of proficiency in data analysis and reporting, with an ability to strategically draw together different data sets to produce focussed and relevant performance indicators.
- Experience in monitoring, reporting, problem solving, and continuous improvement in relation to quality and risk.
- Demonstrated abilities & skills in relevant IT management systems, including risk and incident reporting, learning management, customer feedback.
- Demonstrated knowledge and understanding of ISO quality standard 9001, Safer Care Victoria and other relevant legislative requirements & frameworks which support a high standard of QRS management across the business.
- Strong interpersonal and influencing skills with a demonstrated ability to gain the acceptance and support of key internal and external stakeholders to implement the QRS standards and procedures.
- Demonstrated management of a business continuity framework.
- Strong verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.
- Demonstrated capacity to exercise sound judgement and develop innovative solutions to complex issues.
- Demonstrated skills in organisational change, management support and communication.

Approval and Review

Approved by	Janine Wilson	**Date:**	1/02/2021
Next Review Date	1 July 2022		