

Western District Health Service

Position:	Business Improvement Leader
Classification:	HS5
Reports To:	Manager Business Support and Innovation
Hours of Duty:	As rostered
Award and Conditions:	Administrative Officers' Award
Minimum Qualifications:	
Academic:	Relevant tertiary qualifications in Business, Management, Information Technology or similar
Key Attributes:	Extensive experience in: 1. Organisation Development 2. Quality Systems 3. Problem Solving and Analysis

PRIMARY OBJECTIVES:

- Develop, implement, oversee and participate in the Quality Improvement Program
- Lead the unit in researching and identifying opportunities for provision of innovative services.
- In line with the business plan of the Business Support and Innovation Unit, develop, implement and manage redesign projects.
- Lead business improvement and problem solving activities at the business unit level.
- Provide project management services to internal clients.

DUTIES AND RESPONSIBILITIES:

- Coordinate organisation wide projects and ensure quality change management practices and processes are followed in line with WDHS strategic direction.
- Provide leadership and guidance to staff to ensure the ongoing and timely facilitation and completion of projects.
- Ensure activities comply with relevant legal, professional and ethical standards.
- Establish controls necessary for the achievement of efficiency, effectiveness and optimising service quality.
- Liaise with colleagues and other hospitals to keep informed of enhancements and developments in the business environment, including regulations and standards, and to identify common problems and solutions.
- Benchmark services against similar health care facilities.
- Keep abreast of new techniques, materials and equipment that contribute to continuous quality improvement.
- Carry out audits to determine performance of healthcare systems and facilitate development of actions to address any issues.
- Advise business units and their management team on how to effectively improve operations using quality improvement methodology and principles

SELECTION CRITERIA:

Experience

- Experience in coordinating the delivery of projects outcomes in a complex environment, ideally in a healthcare or hospital setting.
- Experience in liaising and communicating with key project stakeholders, with effective outcomes.
- A record of success in working with people to implement quality improvement initiatives
- Experience in engaging, and managing relationships at all levels of the organisation
- Experience in leading projects that have involved substantial work practice change.
- Experience in analysing complex problems and developing sustainable solutions

Knowledge

- Extensive knowledge of quality improvement techniques, tools and methods.
- Knowledge of information systems and processes and their role in a modern health organisation.
- Knowledge of business process redesign processes and change management processes.
- Knowledge of the Victorian healthcare system would be of benefit. In particular both the Acute and Primary care sector
- A broad knowledge of contemporary issues in healthcare.
- Knowledge of current generation ICT
- Awareness of Industrial relations issues in relation to workforce redesign

Attributes

- Proven ability to communicate effectively with stakeholders, both verbally, in writing, and via presentation, in a clear, concise, logical and effective manner.
- Proven ability to meet realistic deadlines through effective time management to ensure these deadlines are met.
- Proven ability to apply the principles of leadership and relationship development and their application to a work environment to achieve successful outcomes.
- demonstrated complex analytical, conceptual and planning skills.
- Self-motivated and able to work without supervision.
- Ability to act in a consultancy/advisory role to management.
- Ability to seek advice and direction from technical experts.
- Experience with change management processes within complex organisations.
- Demonstrated ability to manage a number of concurrent tasks and adapt to changes in the work environment.
- Ability to manage, lead and motivate a multi-disciplined team to achieve project outcomes.
- Demonstrated strong negotiation skills.
- Proven ability to analyse and interpret information.
- Team player

Personal

- Good interpersonal skills and the ability to engage communities, providers, general practitioners and all relevant stakeholders
- The capacity to negotiate in a range of contexts including health agencies, government departments, GP communities, service providers, and a range of other support services will be essential to the position
- Highly motivated with the ability to work independently and as a member of a team

- Commitment to client focused service development
- Well developed computer and electronic data transmission skills
- A current motor vehicle licence will also be required

Inherent Physical Requirements

Western District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

The role may require the following tasks among other things:

<u>1 Nursing / Patient Care Role</u>	<u>2. Maintenance / Hotel Services Staff Role</u>	<u>3 Clerical / Administration Role</u>
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general patient handling and clinical nursing duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ handling general and infectious waste, ▪ shift work in most roles 	<ul style="list-style-type: none"> ▪ generic maintenance work, working at heights ▪ generic out door work / pushing, pulling trolleys ▪ sitting, standing, bending, reaching, holding ▪ computer work ▪ general clerical, computer and some admin work ▪ use of personal protective equipment and handling ▪ handling general and or infectious waste, ▪ shift work in some roles 	<ul style="list-style-type: none"> ▪ sitting, standing, bending, reaching, holding ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general ▪ pushing and pulling trolleys / filing, ▪ shift work in some roles

DUTIES OF EMPLOYEES

- Carry out their duties in a manner which does not adversely affect their own health and safety, or that of others
- Cooperate with measures introduced in the interest of health & safety and infection control
- Undertake any training provided in relation to occupational health and safety and infection control
- Immediately report all matters that may affect workplace health and safety, to their superior
- Correctly use any information, training, personal protective equipment and safety equipment provided
- Refrain from recklessly or wilfully interfering with anything that has been provided for health & safety reasons
- Work within the policies, procedures and guidelines of the Western District Health Service

APPROVALS	Name	Signature	Date
Divisional Head:			
Department Head:			
Employee:			

Position code: <i>Human Resources Department use only</i>	
Date revised: <i>Human Resources Department use only</i>	

When revised please forward electronic copy to:
Human Resources Department [email: human.resources@wdhs.net](mailto:human.resources@wdhs.net)