

Position Description

Position title:	Quality Improvement Specialist
Department:	Quality and Safety
Classification:	Administrative Officer Grade 7 Level 1- 5 (AO71-AO75)
Agreement:	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021 -2025
Reporting to:	Director, Quality and Safety

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

Find the exceptional in your everyday.

The Women's, where you belong.

About the department/unit

The Quality and Safety Unit at the Women's is committed to driving excellence in care by fostering a culture of continuous improvement, clinical accountability and patient-centred outcomes. We work in partnership with consumers and staff to ensure that care is safe, timely, effective, efficient, equitable and person centered. We strive for clinical excellence in women's and newborn health by:

- Elevating the patient voice and advocating for patients
- Embedding robust clinical governance, risk and compliance practices
- Prioritising, leading and driving improvement activity.
- Creating a psychologically safe environment and developing and embedding systems to improve patient safety
- Leading and inspiring our organisation through building on our strengths, harnessing our expertise and disseminating our knowledge and learnings

Position purpose

Reporting to the Director of Quality and Safety, the Quality Improvement Specialist provides improvement expertise across the breadth of clinical and non-clinical services at the Women's.

As a member of the Quality and Safety team, the Quality Improvement Specialist is involved in planning, implementing and evaluating quality improvement projects at the Women's with a focus on clinical services. This includes implementing improvement priorities determined through analysis of incident review recommendations, clinical audit findings and patient feedback.

The Quality Improvement Specialist is required to work collaboratively across clinical service areas and clinical support areas, bringing together improvement capability and clinical experience to optimise the success and sustainability of improvement initiatives. The role will implement improvements that are patient focused, support staff, align with evidence, enhance safety and promote clinical excellence.

The role involves close collaboration with clinical service leaders, including Directors of Clinical Services, to identify priority areas for improvement, build strong working relationships and lead meaningful, system-level change across the Women's.

Key responsibilities

- Work collaboratively with clinical leaders and other key stakeholders to identify, scope, design, plan, evaluate and report on quality improvement initiatives.
- Convene working groups, workshops, focus groups etc to ensure staff and consumers are engaged as active participants in quality improvement activities.
- Facilitate the delivery of relevant education, training, coaching and professional support in relation to each quality improvement initiative.
- Build capability amongst the clinical staff, supporting others to participate and engage in quality improvement projects (e.g. participating in audits, guideline review, delivering training etc)
- Assess the effectiveness and appropriateness of current workflows, tools, guidelines etc.
- Develop / update clinical guidelines and develop new processes and workflows.
- Coordinate, support and contribute to meetings related to quality improvement. This may include preparing reports, completing meeting actions and contributing to the smooth running and productivity of the meetings.

Find the exceptional in your everyday.

The Women's, where you belong.

- Ensure improvements are underpinned by evidence and data. This includes reviewing literature, analysing / collecting data (e.g. EMR data, survey data, audit data)
- Organise and develop communications materials (newsletters / posters / emails etc)
- Identify risks and obstacles that could affect the success of the initiative and escalate to the Director Quality and Safety/relevant Clinical Directors.
- Maintain an agile approach to work, re-prioritising activities as required in response to clinical incidents / changes in context etc.
- Promote a culture of collaborative improvement and innovation.
- Partner with patients and families to ensure a consumer centred approach to service improvement.
- Utilise the women's standardised systems, tools and processes for operational projects and change management.
- Participate in professional development as required.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications

Essential

- Holds experience as a health professional, preferably within the public health sector.
- Has a proven track record in implementing quality improvement initiatives and managing change projects.
- Demonstrates the ability to lead and influence others.
- Facilitates groups and workshops effectively.
- Communicates clearly and effectively, both in writing and in person.
- Practices collaboratively within a multidisciplinary health care team.
- Excels in communication, collaboration, and stakeholder management.
- Shows a willingness to learn new skills.
- Applies an evidence-based approach to practice.

Desirable:

- Holds or is working towards a postgraduate qualification.
- Demonstrates skills in guideline development.
- Possesses knowledge of business, systems, and process redesign.
- Brings experience working within the health sector in a similar role.
- Engages effectively with consumers to gather feedback and input that informs care delivery.

Find the exceptional in your everyday.

The Women's, where you belong.

Attributes

- Displays a strong passion for clinical improvement.
- Approaches others with compassion and respect.
- Adapts to change with innovation and resourcefulness.
- Embodies the Women's values of courage, passion, discovery, and respect; maintains a "can do" attitude, flexibility, and professionalism.
- Applies analytical and conceptual thinking to solve problems.
- Accesses and interprets data and information from a variety of sources.
- Demonstrates excellent writing and presentation skills, using clear and concise language and logical structure.
- Maintains a high level of computer literacy, particularly in Microsoft Office applications.
- Manages time effectively and prioritises tasks to meet deadlines.

Organisational relationships

Internal relationships

- Quality and Safety team
- Clinical Directors
- Heads of Unit
- Operations Managers
- Nursing/Midwifery/Medical/ Allied Health staff/ Other members of the multidisciplinary team
- EMR/Business Intelligence team
- Members of the Education team
- Undergraduate and junior clinical staff

External relationships

- Patients and families
- Community partners/liaison
- Local Health Service Network
- Safer Care Victoria

Find the *exceptional* in your everyday.

The Women's, where you belong.

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	N/A
Sitting – remaining in a seated position to complete tasks	Prolonged/constant
Standing – remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Rare
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	N/A
Squatting/crouching – adopting these postures to complete tasks	N/A
Leg/foot movement to operate equipment	N/A
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	N/A
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Rare
– Gripping, holding, twisting, clasping with fingers/hands	Rare
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	N/A
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/ Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/ Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Rare
Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Working with distressed people and families	Prolonged/Constant
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Find the exceptional in your everyday.

The Women's, where you belong.

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically, I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: October 2025

Developed by: Director Quality and Safety

Date of next review: October 2026

Find the *exceptional* in your everyday.

The Women's, where you belong.