
MANAGER, CLINICAL QUALITY AND SAFETY

SEPTEMBER 2021



Location:	Parkville
Division:	Clinical Services Reform
Salary Range:	Commensurate with skills and experience plus superannuation and access to salary packaging
Employment type:	Full-time fixed term position available for 12 months
Position reports to:	Director, Clinical Service Reform

1. POSITION SUMMARY

The Manager, Clinical Quality and Safety is responsible for providing strategic direction and leadership for all quality, clinical safety and risk related activities across Orygen's Clinical Programs and Services.

Reporting to the Director, Clinical Services Reform, primary responsibilities of this role will include developing and implementing a clinical quality and safety system, including accreditation, clinical risk assessment and monitoring, management and tracking of complaints and compliments, assessing and coordinating responses to medico-legal risks, performance improvement and evaluation functions. Responsibilities will also include supervision for a Clinical Accreditation Manager, a Service Improvement Officer (Complaints and Compliments), and a Health Systems and Information Analyst.

This role will actively develop and promote the quality improvement program and foster a culture of clinical quality and safety with emphasis on youth and family/friend focused services and outcomes.

Subject to broad strategic direction and working with a considerable degree of autonomy, the successful incumbent will have proven quality management responsibility for diverse activities, programs and/or staff, as required. This position will also have responsibility for managing resources and staff allocated to the quality area.

2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse and include:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.

REVOLUTION IN MIND

- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in-person' clinical services.
- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.
- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

The outcomes of the Royal Commission into the Victorian Mental Health System enable a revolutionary new era of reform in mental health that will at last see youth mental health progress in the direction that we have pioneered together over the past 30 years.

Based out of our state of the art facility in Parkville, the Clinical Program delivers primary and tertiary services for young people between the ages of 12 and 25 years.

The Primary Clinical Services program employs approximately 90 staff and operates from our five headspace centres located in Craigieburn, Glenroy, Melton, Sunshine and Werribee and also the Orygen Parkville Hub. Primary Clinical Services is preparing for accreditation against the National Mental Health Standards and planning for future accreditation against the National Safety and Quality Health Service Standards.

Orygen's Specialist Clinical Services employs approximately 250 staff and is split into two regions, based primarily out of Parkville and Sunshine, with an inpatient facility based at Footscray. The program is accredited against the National Safety and Quality Health Service Standards and supported by a Service Improvement and Evaluation Coordinator.

This newly created role will provide overarching leadership for Clinical Quality and Safety across both programs, working in close partnership with the Specialist Programs Service Improvement and Evaluation Coordinator roles. In partnership with the Director, Clinical Services Reform, they will be responsible for the achievement of significant organisational quality and safety objectives across all clinical services.

3. ABOUT ORYGEN

VISION	Young people to enjoy optimal mental health as they grow into adulthood.
MISSION	Reduce the impact of mental ill-health on young people, their families and society.
VALUES	Respect, accountability, teamwork, excellence & innovation.
COMMITMENTS	First Nations people of Australia, young people and their families, LGBTIQA+ people & culturally and linguistically diverse people.

4. KEY RESPONSIBILITIES AND OUTCOMES

This role is responsible and accountable for:

4.1 Oversee Accreditation:

- Oversee and support the Clinical Accreditation Manager to lead the accreditation process for Orygen Primary Clinical Services, including against the National Mental Health Standards and also the headspace Model Integrity Framework.

REVOLUTION IN MIND

- Ensure a unified and coordinated approach to accreditation by ensuring the Clinical Accreditation Manager is working closely with the Service Improvement and Evaluation Coordinator to support the accreditation processes of Orygen Specialist Clinical Services, against the National Quality and Safety in Health Care Standards.
- Lead the accreditation process of Orygen National against the National Quality and Safety in Health Care Standards.
- Oversee the coordination and unification of clinical policies and procedures across Primary and Specialist Programs and where required support the Clinical Accreditation Manager to develop new policies and procedures, or guidelines that facilitate safe and high-quality clinical care.

4.2 Foster a culture of continuous improvement within Orygen:

- Review and unify the Quality improvement systems including reporting, tracking and reviewing clinical incidents, complaints and compliments, clinical service minimum data sets and key performance indicators (KPI).
- Coordinate the Unified Orygen Quality and Risk Committee in conjunction with the Committee Chair.
- Prepare reports for the Orygen Clinical Governance subcommittee of the Board and attend as required.
- Ensure the quality improvement program aligns with the directions and strategies of Orygen, North Western Mental Health (NWMH) and the University of Melbourne where required.
- Participate in a range of activities, committees and working groups within the service, NWMH, Melbourne Health and provide progress reports as required.

4.3 Lead Service evaluation and review processes:

- Develop and implement improvement initiatives.
- Develop and coordinate the use of audit and survey tools to enable service evaluation.
- Collect, collate, analyse and report service activity and performance data as required to inform, plan and implement improvement activities.
- Provide expertise, coordination and support in the planning, implementation and evaluation of service improvements.
- Ensure compliance with any Victorian Department of Health (DH) and Office of the Chief Psychiatrist initiated reviews and any legislation requirements.
- Ensure staff are educated about relevant clinical safety, quality and mental health standards.
- Work with the Health Information and System Analyst, to oversee the collection & reporting of Orygen Minimum Data sets, KPI and targets, and the use of the Electronic Medical Records and Health Management Systems.

5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

5.1 Essential

- Tertiary qualification(s) in the health or social sciences, or related discipline.
- Demonstrated extensive/senior experience in a clinical quality or service improvement role in a health care setting.
- Understanding of the application of quality principles and accreditation processes in mental health services.
- Demonstrated in-depth knowledge of service evaluation frameworks and practical implementation.
- A commitment to improving the way services are delivered for young people and their families or carers.
- Excellent written and verbal communication, interpersonal and presentation skills, and an ability to apply these skills to a variety of stakeholders.
- High level interpersonal, consultation and negotiation skills, including the ability to liaise effectively with a diverse range of stakeholders.

REVOLUTION IN MIND

- Demonstrated experience influencing positive change in complex organisational environments.
- The ability to work autonomously and to strict deadlines as well as contributing effectively as a team member within a multidisciplinary team environment.
- Highly developed organisational, time management, problem solving and conflict resolution skills.
- Demonstrated analytical and conceptual skills, including the ability to review and analyse quantitative and qualitative data and compile appropriate reports.
- Experience leading and/or supervising professionals on complex programs of works.

5.2 Desirable

- Experience working in a large, complex work environment.
- Experience in working in collaborative ventures.
- Experience working in and/or the management of youth mental health services.
- Understanding of youth mental health systems and the not-for-profit sector, and an ability to apply this knowledge to Orygen.

6. SPECIAL REQUIREMENTS

- A current Victorian driver's licence.
- Unrestricted right to live and work in Australia.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- In line with Government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.

7. ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name:	
Signature:	
Date:	