

POSITION DESCRIPTION

POSITION TITLE	Clinical Risk Coordinator
REPORTS TO	Risk Manager
AWARD/AGREEMENT/CONTRACT	Nursing Award - level dependant on experience and qualifications
POSITION TYPE	Registered nurse
HOURS PER WEEK	20 hours

1. ORGANISATIONAL CONTEXT

Austin Health is one of Victoria's largest health care providers.

Comprising of Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre, Austin Health is a major teaching and research centre with numerous university and research institute affiliations.

Catering to diverse multicultural and veteran communities, Austin Health delivers vital state-wide services to Victorians and a vast array of specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

2. LOCAL WORK ENVIRONMENT

The Quality, Safety and Risk Management Unit is located within the Directorate of Strategy, Quality and Service Redesign and facilitates innovative systems to support continuous improvement in the care of patients/consumers and achievement of Austin Health organisational goals. The unit encompasses a range of organisational services and support which includes: Quality Systems Management; Risk Management; Medico Legal Systems and Consumer Participation.

3. POSITION OBJECTIVE

The Clinical Risk Coordinator will work in collaboration with the Risk Manager and risk management team in the development, implementation and review of clinical risk management frameworks to ensure the facilitation of best practice across all parts of the organisation. The main focus will be on establishing and improving systems and processes to monitor, follow up and reduce the incidence of adverse events and enhance patient safety.

This position requires high level communication and negotiation skills, particularly in dealing with sensitive clinical information and adverse clinical events.

The position is based at the Austin Hospital campus, but provides services at all campuses of Austin Health.

4. POSITION REQUIREMENTS

Risk Management and Patient Safety

- Promote an organisational culture that allows safety issues to be openly reported, discussed and addressed.
- Lead and communicate 'best practice' in clinical risk management.
- Ensure the day-to-day running of the incident reporting system and transmission of data to the Department of Health.
- Manage and coordinate the Clinical Review Panel program including identification of cases, preparation of timelines, coordinating presenters, preparation of agendas and ensuring that recommendations are monitored and tracked to completion via the Clinical Outcome Review Committee.
- Assist with the implementation of the Department of Health Funding and Policy Guidelines related to Sentinel Event Reporting and Root Cause Analysis. This involves:
 - Facilitating Root Cause Analyses (RCA)
 - Providing support to the RCA team
 - Ensuring that recommendations are monitored and tracked to completion via the Clinical Outcome Review Committee.
- Assist with coordinating the organisational response to both Austin Health and non-Austin Health Coronial Recommendations.
- Liaise with and provide assistance to project coordinators and relevant Committees for Patient Safety and Clinical Risk Management Projects (eg medication, falls, infection control, pressure ulcers, and patient information).
- Liaise with Quality Coordinators, Clinical Service Unit Directors and other staff to ensure clinical risk management principles are integrated into quality improvement and risk management strategies throughout Austin Health.
- Liaise with Quality Coordinators and managers to provide consultation and support for local critical incident review.
- Assist in the preparation and analysis of data for quality, risk management and compliance purposes for key organisational governance committees.
- Assist Austin Health to meet the National Accreditation Standards and other mandatory compliance requirements by supporting the processes to meet the standards and providing advice and training to staff.
- Assist in the production of Austin Health quality, safety and risk management publications as required.
- Support the implementation of quality and safety initiatives led by the Department of Health, Victorian Quality Council, Australian Commission on Safety and Quality in Healthcare and other relevant sources.
- Participate and assist in other projects as required in the delivery of the functions of the Quality, Safety and Risk Management Unit.

Education and Training

- Assist with the development and coordination of the risk management education program to promote organisational awareness of the principles of clinical risk management, including:
 - Clinical risk management education modules for inclusion in staff education and in-service training programs.
 - Education program for the Victorian Health Incident Management System (VHIMS).

Generic

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Participate in Austin Health performance appraisal program as required.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

5. KEY SELECTION CRITERIA

Essential for Performance of the Position

- Current nursing registration
- Clinical experience in acute patient care in situations where clinical risk and outcome review are applicable.
- Demonstrated understanding of clinical governance, clinical risk management and quality improvement concepts with particular emphasis on systems improvement, continuous quality improvement and organisational change.
- Knowledge and understanding of systems within a complex healthcare organisation.
- High level communication and interpersonal skills with the capacity to work consultatively and collaboratively with staff at all levels including members of the executive team, senior clinical personnel and managers.
- Excellent writing and analytical skills including a demonstrated ability to prepare reports using clear, concise language; organise information into a logical sequence and include content appropriate for the purpose and audience.
- Highly developed work organisation and project management skills with the capacity to manage competing priorities and respond to emerging needs, work towards specified targets and deadlines and pay attention to detail.
- Competence in document preparation using MS Word, data collection and recording/presentation using MS Excel and competence in using MS PowerPoint for presentations and posters.
- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.

Desirable but not essential for Performance of the Position

- Understanding of research and evaluation skills, including the ability to identify appropriate research methodologies, collect and analyse data and report on findings and recommendations.
- Knowledge and understanding of processes for dealing with medicolegal matters.
- Experience with using the RiskMan (VHIMS) incident reporting system.

6. OTHER RELEVANT INFORMATION

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

7. DOCUMENT REVIEW DETAILS

Date Position First Documented (if known): ____/____/____

Date of this Position Description Review: ____/____/____

Signature of Manager: _____ **Date:** ____/____/____

Signature of Employee: _____ **Date:** ____/____/____

Austin Health promotes a healthy work environment and is progressively moving toward achievement of an entirely smoke free environment. Smoking is no longer allowed in any building or vehicle or on the grounds of Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre.