



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE GENERAL MANAGER-QUALITY AND RISK MANAGEMENT	2. DIVISION HEAD OFFICE	3. DEPARTMENT QUALITY AND RISK MANAGEMENT
4. ORGANIZATIONAL RELATIONSHIP The General Manager-Quality and Risk Management will report to the Chief Executive Officer.	5. NATURE & SCOPE The General Manager-Quality and Risk Management is responsible for providing strategic direction and oversight for the Authority’s Quality and Risk Management objectives. The incumbent develops, implements and monitors quality improvement, patient safety and risk management frameworks to support the continuous improvement in healthcare service delivery. He/she ensures compliance with legislation, regulatory standards and accreditation requirements.	
6. SPECIFIC ACCOUNTABILITIES The General Manager-Quality and Risk Management: □ Develops and implements the Authority’s strategic quality and risk management framework, policies and plans in alignment with the Authority’s strategic and business plans. □ Establishes departmental policies, procedures and standards based on findings from audits, surveys, reviews, risk assessments and stakeholder □ Leads the development and implementation of quality improvement targets, key performance indicators and performance monitoring systems to support organisational objectives. □ Provides strategic leadership and oversight for the Authority's quality improvement, patient safety and risk management programmes. □ Promotes a culture of quality, compliance and risk awareness through education, training and organisational development initiatives. □ Oversees the monitoring, investigation and reporting of adverse events in keeping with the Ministry of Health policies and established protocols. □ Collaborates with Heads of Departments to ensure quality improvement and risk management policies and procedures are incorporated in existing systems and processes (activities). □ Provides an effective internal quality audit function, using modern quality audit methodologies, which is positive, proactive and broadly focused on continuously improving the effectiveness of quality and risk management and business control. □ Leads the internal quality audit function throughout the region to ensure that quality audits are fully utilized to identify and report on compliance status, effectiveness, reliability, efficiency and safeguarding effectiveness of the Authority’s policies, procedures, controls and processes with relevant legislation and standards. □ Collaborates with clinical and non-clinical heads to develop quality improvement projects for improving service delivery including systems re-engineering initiatives. □ Provides information and quality management reports to the Chief Executive Officer, Board of Directors and other appropriate executive committees, which can be utilized to assess the performance of the departments/services, the achievement of the agreed strategies and support the long-term management decisions. □ Develops, implements and maintains a monitoring system that ensures consistent quality customer service within the regulatory framework including best practice customer service policies and procedures. □ Collaborates with the Microbiologist in respect of risk management functions as they relate to infection prevention and control. □ Develops and manages the annual operating budget for the Quality Department. □ Prepares and submits monthly/quarterly reports on the quality improvement programmes for the Management Executive and Board as well as the Ministry of Health. □ Collaborates with the Policy, Planning and Research Departments in monitoring, evaluating and improving organisational performance and service delivery. □ Performs related duties as assigned.		

7. KEY KNOWLEDGE, SKILLS AND ABILITIES

- ❑ Knowledge of procedures involving Team Building, Improvement Process Management and development of Policies and Procedures.
- ❑ Knowledge of clinical governance principles and patient safety practices.
- ❑ Knowledge of enterprise risk management principles.
- ❑ Knowledge of healthcare accreditation standards and regulatory compliance requirements.
- ❑ Demonstrates leadership qualities with proven high levels of communication and analytical skills.
- ❑ Possesses the skill to apply current tools directly related to quality improvement, accreditation, risk management, patient safety, project management and change management.
- ❑ Working knowledge of the RHA Act current health and health professional legislation and regulations.
- ❑ Systems level thinking and ability to think strategically.
- ❑ Knowledge of performance management tools and techniques.
- ❑ Knowledge of TQM, Six Sigma or Business Process Re-Engineering tools and techniques.
- ❑ Knowledge of organization development, design and analysis techniques.
- ❑ Demonstrated ability to communicate effectively, clearly and concisely with a variety of health care professionals to achieve positive patient outcomes.
- ❑ Time management and accurate prioritization in the face of multiple competing urgent priorities.
- ❑ Strong critical thinking and problem-solving skills.
- ❑ Quality and Audit Management skills.
- ❑ Conflict resolution and negotiation skills.
- ❑ Team building and networking skills.
- ❑ Ability to establish and maintain effective working relationships with all disciplines.

8. MINIMUM TRAINING AND EXPERIENCE

- ❑ Postgraduate Degree in Health Services Management, Quality Management, Healthcare Management or equivalent.
- ❑ Certification in Quality Management and Quality Auditing from an accredited institution.
- ❑ A minimum of eight (8) years’ experience in healthcare quality management, risk management or related health care field, including at least five (5) years at a senior management level.
- ❑ Any other relevant combination of qualifications and experience.

9. SUPERVISORY RESPONSIBILITIES

- ❑ Infection Control Officer
- ❑ Quality Auditor
- ❑ Quality Coordinator
- ❑ Quality Monitor
- ❑ Administrative Assistant

10. COMMUNICATION AND WORKING RELATIONSHIPS

Internal:

- ❑ Chief Executive Officer
- ❑ Management Team
- ❑ All Heads of Departments

External:

- ❑ Ministry of Health
- ❑ Other Regional Health Authorities
- ❑ Other Ministries and Departments
- ❑ Other Health Organizations
- ❑ General Public