



POSITION DESCRIPTION

Academic Positions

(In addition to the Position Classification Standards)

Position Title: Quality Improvement Facilitator – Palliative Care Outcomes Collaboration (PCOC)
 Level: Fellow – Level B
 Faculty/Division: SBS Department/Location: Australian Health Services Research Institute (AHSRI)

Primary Purpose of the Position:

The PCOC Quality Improvement Facilitator (QIF) is a key member of a small team who together direct and drive the national PCOC program. Key functions of the QIF position are to:

- promote the improvement of practice in palliative care
- actively market PCOC and communicate the benefits to participants
- support services within their zone to participate in PCOC
- utilise change management principles to facilitate service development and continuous quality improvement
- contribute to research and development

Position Environment:

PCOC is a national, voluntary quality initiative that assists palliative care service providers to improve practice. PCOC is funded to June 2013 under the *National Palliative Care Program* and is supported by the Australian Government Department of Health and Ageing (DoHA) and is managed by a collaboration of four universities with the University of Wollongong as the lead agency. The organisational model adopted by PCOC is for four zones with the base for each zone Quality Improvement Facilitator (QIF) centred at the collaborating Universities.

- PCOC West – University of Western Australia / coordinating role for WA
- PCOC South – Flinders University / coordinating role for SA and NT
- PCOC North – Queensland University of Technology / coordinating role for QLD
- PCOC Central – University of Wollongong / coordinating role for NSW and the ACT and for Victoria and Tasmania

PCOC develops specific datasets and questionnaires, collects and analyses data, reports on findings including patient outcomes, benchmarks palliative care services and works with services to improve clinical palliative care outcomes in both the public and private sectors.

Major Accountabilities/Responsibilities:

Responsibilities	Outcome	Office Use Only
1. Act as the PCOC zone's public face and primary point of contact in order to lead and manage zone activities, ensuring that services are well prepared to participate in PCOC and are well supported after joining PCOC:	Establish and maintain a consistent and high standard profile for all PCOC activities	

	<ul style="list-style-type: none"> • Represent PCOC on relevant committees • Build and maintain collaborative links with the palliative care sector within the zone • Promote a culture of continuous quality improvement, striving for best practice that is evidence based • Actively participate in PCOC knowledge sharing • Liaise with other programs such as CareSearch and NSAP • Communicate and market the PCOC aims and outcomes within the zone • Undertake recruitment of and support Palliative Care services • PCOC pre-implementation <ul style="list-style-type: none"> ○ clinical / IT training and education • PCOC implementation <ul style="list-style-type: none"> ○ support commencement of data collection ○ ongoing support with data maintenance ○ data extraction/submission. • Promote and support attendance at PCOC workshops and activities 		
2.	<p>Provide ongoing support for participating services, enable development of consistent practices in the collection of PCOC patient outcome measure items and facilitate opportunities for services to use their PCOC data as the basis for quality and outcome improvement initiatives:</p> <ul style="list-style-type: none"> • Ongoing support visits as required, including education updates • Analysis and interpretation of data and reports • Support and guidance in continuous quality improvement, • Guidance in utilising information from PCOC reports to support meeting the NSAP Palliative Care Standards • Support and guide services with PCOC benchmarking activities. 	To ensure that there is consistency in the PCOC approach to service quality and outcomes improvement	
3.	<p>Work collaboratively with the PCOC team including other QIFs, PCOC National Director, Clinical Director, National Quality Manager and National Education Manager:</p> <ul style="list-style-type: none"> • Function with a high degree of autonomy but be responsible to and support the PCOC National Executive and PCOC team in the efficient and effective management of the program • Work consistently with the agreed PCOC work-plan and within agreed timeframes • Participate as a team member in team-based projects; • Work collaboratively to review systems, processes 	<p>To ensure that the activities identified in the PCOC work plan are achieved in the designated timeframes</p> <p>To ensure consistency and transparency across zones in PCOC processes</p>	

	<p>and guidelines as appropriate</p> <ul style="list-style-type: none"> • Identify opportunities, both in terms of advocacy and funding, for the advancement and sustainability of the project • Prepare relevant reports and presentations and assist with the preparation of refereed journal articles • Be the primary contact for project documentation, files and records in the relevant zone • Provide peer support to new QIFs 		
4.	<p>Collaborate with the other QIFs and UOW Statisticians in facilitating collection of valid data that can be used for benchmarking purposes by:</p> <ul style="list-style-type: none"> • Maintaining the quality control of PCOC data • Contributing to the development of better data integrity and usefulness • Participating in research and development activities. 	To ensure that there is consistency in the national data collection.	

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to:	National Director, Palliative Care Outcomes Collaboration
The position supervises the following positions:	Nil
Other Key Contacts:	PCOC National Quality Manager, PCOC National Education Manager, Statistician, Administration Officer and other QIFs to ensure consistency of PCOC activities.

Key Relationships:

Contact/Organisation:

Purpose & Frequency of contact

Members of the Executive Directors Group (EDG)	Management of PCOC, meets at least twice a year
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CareSearch and the National Standards Assessment Program (NSAP)	Collaboration with the quality programs funded under the National Palliative Care Program supported by Department of Health and Ageing, ongoing
Members of PCOC Advisory Committees	Task-specific expert groups advise PCOC, ongoing

Key Challenges:

- Coordinate a range of activities across multiple facilities and services in both rural and urban settings.
- Maintain the commitment of voluntary participants to provide data for the duration of the program
- Add value to the palliative care service industry consistent with aims of PCOC
- Recognize and seize opportunities to further develop the aims of PCOC

SELECTION CRITERIA: Knowledge & Skills:

Essential:

- Demonstrated ability to manage projects including planning and delivering outcomes within agreed timeframes
- Demonstrated high level of written and interpersonal communication skills
- Ability to engage effectively and be credible with health care service personnel including clinicians, educators, quality managers and executive staff
- An understanding of the use of data, databases, and IT systems to capture clinical information

SELECTION CRITERIA: Education & Experience:

Essential:

- Recognised degree in a relevant discipline
- Recent experience working in palliative care
- Extensive experience in the health sector and an understanding of health service delivery in primary, sub-acute and acute settings
- Demonstrated experience in the collection, analysis and interpretation of data to measure and improve clinical practice;
- Knowledge and understanding of change management and quality improvement principles as they apply to health care settings

Personal Attributes:

- High-level oral communication and interpersonal skills including the ability to liaise and engage at all levels with the palliative care sector of the health system;
- Ability to establish effective relationships with stakeholders and facilitate education sessions, workshops and quality improvement activities within the zone;
- Highly motivated, able to take initiative and work unsupervised to achieve work-plan milestones and reporting requirements.
- The ability to contribute as an effective team member to PCOC.

Special Job Requirements:

- The position entails regular travel potentially to all Australian States and Territories and in some cases to regional and remote locations
- A current Drivers Licence

Organisational Chart:

Please attach an up to date organisational chart to this position description.

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Personnel: _____

Date: _____

POSITION CLASSIFICATION STANDARD - Research Only

Level: B
Title: Fellow

Description

A position classification standard describes the broad categories of responsibility attached to research-only academic staff at different levels. The standards are not exhaustive of all tasks in research-only academic employment, which is by its nature multi-skilled and involves an overlap of duties between levels. The standards provide an adequate basis to differentiate between the various levels of employment and define the broad relationships between classifications.

Progression through an academic career will normally be based on research, teaching, administrative functions and contribution to the profession. The balance of functions will vary according to level and position over time. It is only in exceptional circumstances that promotion would be solely on the research only position classification standards.

- General Standard
- Specific Duties
- Skill Base

General Standard

A Level B research-only academic is expected to carry out independent and/or team research within the field in which he/she is appointed and to carry out activities to develop his/her research expertise relevant to the particular field of research

Specific Duties

Specific duties required of a Level B research-only academic may include

- The conduct of research either as a member of a team or independently, and the production of conference and seminar papers and publications from that research.
- Supervision of research-support staff involved in the staff members' research.
- Guidance in the research effort of junior members of research-only academic staff in his/her research area.
- Contribution to the preparation, or where appropriate individual preparation, of research proposal submissions to external funding bodies.
- Involvement in professional activities including, subject to availability of funds, attendance at conferences and seminars in the field of expertise.
- Administrative functions primarily connected with his/her area of research.
- Occasional contributions in the teaching program within the field of the staff member's research.
- Co-supervision, or where appropriate supervision, of major honours or postgraduate research projects within the field of the staff member's area of research.
- Attendance at meetings associated with research or the work of the organisational unit to which the research is connected and/or at departmental and/pr faculty meetings and/or membership of a limited number of committees.

Skill Base

A Level B research-only academic will normally have completed a doctoral qualification or have equivalent qualifications or research experience. In addition he/she may be expected to have had post-doctoral research experience which has resulted in publications, conference papers, reports or professional or technical contributions which give evidence of research ability.