

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: SBS Department: Australian Health Services Research Institute (AHSRI)

Primary Purpose of the Position:

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

- Lead and manage activities, ensuring that services are well prepared and supported to participate in PCOC
- 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 information as the basis for quality and outcome improvement initiatives
- Work with the PCOC team including other QIFs, PCOC Director and the national team members
- Collaborate with the PCOC statisticians (and the PCOC team) in facilitating collection of valid data that can be used for benchmarking purposes

Position Environment:

PCOC is a national, voluntary quality initiative that assists specialist palliative care service providers to improve practice. PCOC is project funded by the Australian Government Department of Health (DoH) to June 2017 under the *National Palliative Care Program*. PCOC 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 Quality Improvement Facilitators (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, ACT, Victoria and Tasmania

PCOC collects and analyses data, reports on findings including patient outcomes, benchmarks specialist 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
<p>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:</p> <ul style="list-style-type: none"> ▪ Represent PCOC on relevant committees ▪ Build and maintain collaborative links with the palliative care sector within 	<p>Establish and maintain a consistent and high standard profile for all PCOC activities</p>

	<p>the zone</p> <ul style="list-style-type: none"> ▪ 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 ▪ Communicate and market the PCOC aims and outcomes within the zone ▪ Undertake recruitment of and support Palliative Care services ▪ Conduct clinical / IT training and education ▪ Assists with 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, including education updates ▪ Analysis and interpretation of data and reports ▪ Support and guidance in continuous quality improvement ▪ 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 with the PCOC team including other QIFs, PCOC National Director, PCOC Administrative Officer, 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 team members and other QIFs (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 and guidelines as appropriate ▪ 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 	<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>
4.	<p>Collaborate with the PCOC statisticians (and the PCOC team) 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.

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, Statisticians, 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 twice a year
Members of PCOC Advisory Committees	Task-specific expert groups advise PCOC, (ad hoc)

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
- 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 to regional and remote locations
- A current Drivers Licence

Organisational Chart:

Organisational chart coming soon.

Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

All Staff

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles And Responsibilities for WHS](#) and [WHS Management System](#).
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [Roles And Responsibilities for WHS](#) and [WHS Management System](#).

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.