

## Improvement Lead – Allied Health

<b>position number</b>	iChris
<b>status</b>	Full Time, on-going (FT)
<b>FTE</b>	1
<b>network</b>	Services
<b>agreement</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 -2026
<b>classification</b>	Grade 6
<b>reports to</b>	Allied Health Operations Lead

<b>about us</b>	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania.
<b>what we do</b>	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
<b>our organisation</b>	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
<b>our people</b>	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
<b>diversity and inclusion</b>	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click <a href="#">here</a>



## network overview

### Services network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

The services network comprises four divisions:

- Health promotion
- Primary and community care
- Mental health, homelessness, and family violence services
- Alcohol and other drug services

### Primary and community care directorate

Primary care is often someone's first point of contact with the health system. cohealth's primary and community care directorate delivers a range of primary health, social care, and community-based supports to meet local needs.

Several different services, including general practitioners, nurses, oral health practitioners, allied health and mental health providers, refugee health, and Aboriginal and Torres Strait Islander health practitioners, work together as an integrated team to improve the health outcomes that matter to clients and the community.

The directorate targets access to those with the greatest risk of poor health outcomes and the greatest economic and social need, who may face barriers to accessing care through other services and in other settings.

cohealth's primary and community-based care services are commonly:

- the pathway people generally take into other services,
- a point of coordination between other services,
- located in the community, and
- directly connected to people's daily lives and to the management of their wellbeing.



## position overview and purpose

The position of Improvement Lead – Allied Health is an integral leadership position that works in collaboration with staff across cohealth to identify, drive, monitor and evaluate improvement across the designated area.

This role will work in partnership with key stakeholders within the program area as well as the Excellence and Safety team to support both local and organisational improvement activities using standard improvement methodology and with a focus on continuous improvement and best practice.

The role will also play a role in the development of confidence and capability across all staff groups on improvement methodology and supporting a culture where continuous improvement is seen as a role for all staff across cohealth.

The role will support a combination of clinician driven improvement initiatives (bottom up) and organisational change imperatives (top down) and support services to balance performance and quality in a way that sees cohealth continue to deliver high value services for our community.

The Improvement Lead for Allied Health will work closely with the profession-based Practice Excellence Coaches, the program operational leads as well as other staff across the network. This role will support an alignment and coordination of improvement work happening across all the allied health space and will provide a point of centralisation and planning.

In leading areas across cohealth's operations, the Improvement Lead must be capable of demonstrating deep and broad knowledge in the following competency domains:

### Leadership

The ability to drive individual and organisational excellence, create a shared vision and successfully support teams to attain cohealth's strategic objectives, through exceptional operational performance.

### Business

The ability to apply business principles, including systems thinking and financial acumen, to the healthcare environment.

### Health and the healthcare environment

The understanding of the healthcare system and the environment in which healthcare managers and providers function.

### Communication and relationship management

The ability to communicate clearly and concisely with internal and external stakeholders, establish and maintain relationships, and facilitate constructive interactions with individuals and groups.

### Professional and social responsibility



The ability to align personal and organisational conduct with ethical and professional standards that include responsibility to the client and community, the organisation, and a commitment to lifelong learning and improvement.

## key accountabilities

<p><b>quality and continuous improvement</b></p>	<ul style="list-style-type: none"> <li>• Lead the development and support local quality improvement initiatives.</li> <li>• Ensure quality improvements are planned, reported and monitored utilising standardised tools and processes.</li> <li>• Work with Operational Leads to identify and key performance criteria for improvement work.</li> <li>• Assist managers and clinicians to access information that supports them to map, analyse and review their business processes to identify opportunities.</li> <li>• Increase the understanding and capability of all staff in driving improvement in quality.</li> </ul>
<p><b>Learning and Development</b></p>	<ul style="list-style-type: none"> <li>• Create opportunities for quality improvement learnings to be shared across the directorate and wider organisation.</li> <li>• Facilitate local forums where improvement initiatives can be shared and support coordination of improvement initiatives across the program areas.</li> <li>• Build capability across all staff in understanding continuous improvement methodology.</li> </ul>
<p><b>leadership</b></p>	<ul style="list-style-type: none"> <li>• Provide coaching, advice, and support to build the capability and capacity for all staff in the use of continuous improvement tools and methodologies.</li> <li>• Champion cohealth's culture of Continuous Quality Improvement whereby current practices are challenged in a respectful and safe way and informs opportunities to develop and implement process improvement initiatives</li> </ul>
<p><b>Relationship management</b></p>	<ul style="list-style-type: none"> <li>• Establish and maintain effective working relationships with stakeholders to facilitate a partnership approach to relevant CQI efforts and the translation and communication of evidence-based practice</li> <li>• Represent cohealth in key forums, steering/project committees and governance groups as agreed.</li> <li>• Self-manage, plan and pay attention to own learning and development.</li> <li>• Actively engage and participate in the organisation's performance management framework and review processes for yourself and your team.</li> </ul>



	<ul style="list-style-type: none"> <li>Actively manage upwards and across teams to deliver outcomes.</li> </ul>
<p><b>health &amp; safety compliance</b></p>	<ul style="list-style-type: none"> <li>Provide and maintain a working environment that is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers and clients).</li> <li>Ensure compliance with cohealth's health and safety management systems and procedures by all staff, external contractors and visitors.</li> <li>Report any hazards, near misses and injuries immediately and, where required, take the appropriate action according to the OH&amp;S system procedures to have the problem rectified.</li> </ul>
<p><b>others</b></p>	<ul style="list-style-type: none"> <li>Values of cohealth are incorporated into daily work practices.</li> <li>Comply with mandatory training requirements/ specific job-related competencies policies and procedures.</li> <li>Other duties as assigned by the Operations Lead.</li> </ul>

<p><b>position requirements</b></p>	
	<ul style="list-style-type: none"> <li>Relevant tertiary qualifications in a health-related field (preferable).</li> <li>Minimum of 3 years' experience in a quality improvement/management role within a health care setting</li> <li>A qualification or certification in improvement methodology (IHI improvement science, lean six sigma etc)</li> <li>Working with Children's Check (WWCC)</li> <li>Victoria Police Check Current</li> <li>Victorian Driver's License</li> <li>Immunisation Category C and proof of COVID vaccination to be produced for sighting upon request</li> </ul>

**key selection criteria**

- Demonstrated experience successfully leading improvement initiatives.
- Experience working within measurable and effective organisation wide Continuous Quality Improvement methodologies.
- A demonstrated ability to communicate and collaborate successfully with individuals and teams (at all levels including senior executives and funders), verbally and written, including supporting presentations and facilitation workshops.
- Demonstrated ability to coach staff, develop and implement tools that staff can use for the purpose of improvement
- A commitment to client collaboration to drive client experience and outcomes
- Change management expertise, with the ability to drive organisational transformation and manage resistance to change
- Ability to identify creative solutions from available resources and technology
- Demonstrate initiative and high degree of self-motivation
- Time management skills including the ability to cope with a number of concurrent pieces of work and organise/prioritise activities to meet deadlines
- Proven success in project management with ability to develop, implement and evaluate strategies for achieving goals

*cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.*

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