



# Executive Director Safety and Quality and Consumer Engagement

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<b>Position number:</b>	115326
<b>Classification:</b>	Health Executive Grade B – Corporate
<b>Group / Area Service:</b>	South Metropolitan Health Service
<b>Directorate:</b>	Executive
<b>Department:</b>	Safety and Quality and Consumer Engagement

## Reporting Relationships

<b>This position reports to:</b>	Chief Executive, 000001
<b>Positions under direct supervision:</b>	Various

## Key Responsibilities

Contributes to decision making on whole-of-health issues as part of the SMHS Area Executive, and leads the strategic direction and planning for safety, quality and consumer engagement for the health service. Responsible and accountable for analysis and provision of high-level expert advice on key safety, quality, consumer engagement and patient experience within the health service, and at a State and National level. Leads the SMHS Clinical Governance, Safety & Quality Improvement, Consumer Engagement and Patient Experience Programs.

## SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



## Commitment to Equity, Diversity and Inclusion

SMHS is committed to creating an equitable, diverse and inclusive workforce which reflects the diversity of our SMHS community. SMHS recognises the need for an open and inclusive workplace culture where diversity is valued, and the social and cultural backgrounds of all employees are respected. At SMHS, everyone should feel safe and have an opportunity to contribute and be a part of our team, and work in an environment free from bullying, harassment, and discrimination.

## Environmental Statement

SMHS is committed to driving opportunities to reduce its environmental footprint and promote environmentally sustainable work practices. As a health care provider, we believe it is our responsibility to reduce our emissions for the health and wellbeing of our community. It is also our responsibility to use resources wisely for the health of the planet.



SMHS is a smoke and vape free health service.

## Brief Summary of Duties

### 1. Strategic Leadership and Accountability (30%)

- As a member of the SMHS senior management team contributes to decision making on whole of health issues for the Area.
- Actively promotes, guides and facilitates high standards of practice and professional services.
- Leads SMHS engagement with the system manager and other Health Service Providers (HSPs) on Safety and Quality, Consumer Engagement and Patient Experience contributing to systemwide leadership and improvement.
- Actively leads and promotes organisational cultural change.
- Actively and insightfully contributes to strategic, operational and business planning and policy development.
- Provides leadership and guidance to key organisational stakeholders to facilitate the improvement of organisation performance, systems and processes.
- Provides high-level expert advice and support to the Chief Executive, and other Area executives, through analysis and assessment of trends and emerging issues within and across the Area, and at the state and national levels in relation to the position's portfolio of responsibilities.
- Builds a competent team, driving and building the framework for continuous development of staff to ensure high performance within the directorate.
- Ensures that resources are managed and developed to meet service requirements and area outcomes.
- Ensures that the portfolio's services and activities meet all clinical and/or corporate governance requirements.

### 2. Communication and Consultation (30%)

- Initiates and facilitates forums and discussion groups to resolve issues relating to safety, quality, and consumer engagement including policy development, strategic and operational frameworks/plans and legislative compliance.
- Initiates, facilitates and maintains strong working relationships in order to effectively liaise, consult and negotiate with all relevant internal and external stakeholders.

### 3. Specific Position and/or Operational Responsibilities (40%)

- Provides the strategic direction planning, leadership and focus for safety, quality, clinical governance and consumer engagement across SMHS.
- Establishes, leads and directs the clinical governance program for the Area within a clinical governance framework.
- Leads and direct the management and co-ordination of the Area's consumer engagement participation programs to ensure greater involvement by local communities in the planning of appropriate services for this population.
- Develops, implements and reviews the key strategies and objectives of the Safety, Quality and Consumer Engagement Directorate.
- Leads the development, implementation and ongoing review of SMHS's external certification and accreditation processes.
- Develop, establish and maintain clinical governance systems and processes for monitoring and reviewing clinical performance and safety and quality of care.
- Champions SMHS's safety and quality initiatives and innovations.

- Leads and directs SMHS's safety and quality reports, trends and analysis for the AEG and Board.
- Establishes, leads and directs the SMHS Quality Management System.
- Actively leads and promotes a patient safety culture.
- Leads and directs the SMHS Patient Experience Program.

#### **4. SMHS Governance, Safety and Quality Requirements**

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the SMHS Vision and SMHS Values of Care, Integrity, Respect, Excellence and Teamwork.
- Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures, and applicable legislative obligations under the Public Sector Management Act, the Health Services Act, Work Health and Safety Act, the Disability Services Act and the Equal Opportunity Act.

#### **5. Undertakes other duties as directed.**

### **Work Related Requirements**

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the role and the SMHS Values.

#### **Essential selection criteria**

1. Exemplifies personal integrity and commitment to public service
  - demonstrates public service professionalism, probity and accountability
  - ability to work within and promote the values of SMHS
  - exhibits personal commitment to customer service
  - engages with risk
  - demonstrates personal commitment to professional development.
2. Shapes and manages strategy
  - inspires a sense of purpose and direction towards achieving a strategic vision
  - shows forward thinking, judgement, intelligence and common sense
  - directs policy development within a public policy environment
  - directs the implementation of operational reforms
  - harnesses information and opportunities
3. Achieves results and operational excellence

- builds organisational skill and shapes culture
  - steers and implements change and deals with uncertainty
  - delivers intended results
  - ensures delivery of high quality services
  - manages all resources in a constrained environment
  - demonstrates leadership in workforce and succession planning
4. Builds productive relationships
    - nurtures internal and external relationships
    - facilitates cooperation and partnerships
    - guides, coaches and develops people
  5. Communicates and influences effectively
    - communicates clearly
    - listens, understands and adapts to audience
    - negotiates and advocates persuasively
    - values individual differences and diversity
  6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

#### **Desirable Selection Criteria**

1. Relevant Tertiary qualifications
2. Experience in complex healthcare environment

#### **Appointment Prerequisites**

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

**SMHS Registration Code: SM115326-20250502**