

POSITION DESCRIPTION

Position Title	Incident Management System Administrator
Reports to (Title)	Clinical Risk Manager
Executive Director	Group Director, Medical Services and Clinical Governance
Department	Clinical Risk Unit
Position Location	Malvern
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	Nil

Position Summary & Role Purpose

Cabrini is committed to delivering safe, effective, high quality health care services. Working in collaboration with the other members of the Clinical Risk and Quality teams, the System Administrator / Projects (RiskMan™) will assist in the development of a culture of safety, quality and risk management across Cabrini sites by improving systems and processes to monitor, follow up and reduce the incidents of adverse events and to enhance patient safety.

The Incident Management System Administrator has oversight of the RiskMan™ incident reporting system. The role is responsible for the management and support of Cabrini's risk management database (RiskMan™) in its entirety including system enhancements and the associated reporting, education and support of the organisation to effectively and efficiently use the system to achieve organisational goals.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management:

- Oversee the implementation, maintenance and operation of the RiskMan™ incident reporting system across Cabrini Health
- To be familiar with all aspects of the system and RiskMan modules, including Incidents, Feedback and Rapid Response Team (RRT)
- To ensure that system users have access to information, practical support and access to the system in accordance with a user's accountabilities and responsibilities
- To promote, encourage and actively facilitate the correct use of the system
- Provide managers and staff with education and support in relation to incident identification, entry into RiskMan and management, aiming to improve overall incident awareness, the need for prompt escalation when required and incident management capability
- To provide and generate appropriate reports from the incident reporting system
- Lead the evaluation of RiskMan™ modules including: Incidents, Feedback & Rapid Response Team (RRT)
- Ensure Cabrini policy and procedures that impact on patient safety and risk are regularly reviewed and up to date.
- Promote an organisational culture that allows safety issues to be openly reported, discussed and addressed

1.2 Operational Responsibilities

- Provide day to day oversight of the RiskMan™ Incident Reporting System including:
 - Ensure the on-boarding and off-boarding of new and departing staff is maintained in a timely and efficient way
 - Provide assistance to managers and quality coordinators in:
 - Orientation and training in RiskMan
 - Accessing and analysing data from the RiskMan™ QlikView Dashboard and Clinical Indicator Suite
 - Analysis and production of incident reports
 - Maintain clinical and non-clinical staff profiles, alerts and any other back-end functions of the system
 - Work closely with the BTS team to support coordination of system enhancements, technical issues and changes in line with the User Licence Agreement
 - Implement any newly purchased modules in RiskMan™
 - Liaise with RiskMan™ International to manage any systems issues/enhancements
 - Provide Help Desk support to Cabrini RiskMan™ users as required
 - Attend 'RiskMan' user group meetings to keep abreast of relevant changes
- Ensure the system administration procedures are maintained
- To identify areas for system improvement and actively participate in continuous improvement of the system where appropriate
- Work closely with the Clinical Risk colleagues to understand business processes, goals and gaps
- Provide project support for the roll out of RiskMan™ systems
- Develop and provide training resources for the RiskMan™ incident reporting system
- Maintain the Clinical Risk Management intranet pages (including RiskMan™)
- Assist in other activities relating to clinical risk management as directed by the Clinical Risk Manager, including serious incident review, projects and other initiatives
- Participate on relevant committees as deemed appropriate by the Clinical Risk Manager

1.3 Resource Management

- Adhere to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

1.4 Contribute to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini management performance framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies,

procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

The Incident Management System Administrator

- Reports directly to the Clinical Risk Manager
- Maintains a close collaborative working relationship with the Director Clinical Governance and Informatics, Customer Relations Manager, Members of the Quality and Standards teams, Nurse Directors, Quality Managers, the Director of Education, Educators and Department Managers

Committee Membership

The Incident Management System Administrator will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini as directed
- Internal Committees as directed by the Clinical Risk Manager

Staff Development

The Incident Management System Administrator will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Contributing to Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

Key Competencies

The Incident Management System Administrator will demonstrate the following skills, knowledge and attributes:

ESSENTIAL

Educational/Vocational

- An appropriate tertiary qualification or demonstrated experience working with risk management systems, preferably within a multidisciplinary health service environment

Personal abilities/aptitudes/skills/experience

- Excellent skills in the management, administration, developing meaningful and useful reporting from the RiskMan™ system or other incident management system
- Ability to collate and interpret data, prepare reports and make recommendations using information and technology
- Demonstrated capacity to develop trust and effective business relationships through outstanding interpersonal and relationship development skills
- Exceptional communication skills at all levels of the organisation, including the provision of one to one or group training
- Demonstrated flexibility to adjust priorities according to the strategic and operational requirements of the business
- Demonstrated leadership skills and confidence in conflict resolution, change management and negotiating effective outcomes
- Analytical and problem-solving capabilities
- Previous experience in building and promoting change and continuous improvement
- Demonstrated commitment to customer service
- Demonstrated ability to perform effectively under pressure and prioritise workloads
- Ability to work under broad direction and within a team while exercising independent work initiatives
- Ability to be innovative and flexible
- Project management skills
- Effective change management skills
- Ability to work under broad direction and within a team while exercising independent work initiatives
- Proficient use of Microsoft Office, Excel and Powerpoint

Knowledge

- Sound knowledge of the principles of quality and risk management, evidence-based practice and systems improvement
- Proven understanding of and respect for maintaining privacy and confidentiality

HIGHLY DESIRABLE

Incident investigation skills/experience

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment

Cabrini Mission, Values and Vision

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice

- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.
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Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services” which is translated into our quality goals of 100% right care, 100% patient satisfaction and 100% staff engagement.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or Human Resources

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Approved:

_____ **Group Director People & Culture**

_____ **Date**

Authorised:

_____ **Group Director, Medical Services and Clinical Governance**

_____ **Date**