



## Position Description

<b>Position Title:</b>	Quality Manager
<b>Department:</b>	Operations
<b>Location:</b>	Kaweka Hospital
<b>Reporting To:</b>	Hospital Manager

## Kaweka Values and Culture

### The Kaweka Way – Making It Better

**The Kaweka Way** encompasses the foundational values that allow us to provide a world class facility and service to our patients, our local community and our teams.

#### **Kounga - Quality**

I will confidently ensure that all patients and staff have a quality experience and patients have the best possible health outcome.

#### **Ngākau tapatahi - Integrity**

I will create an environment of trust that inspires and elicits open-minded attitudes towards quality and improvement.

#### **Mahi ngātahi - Teamwork**

I will remove barriers to create more effective systems and processes and ensure that collaboration and inclusiveness are at the heart of everything I do.

#### **Atawhai - Kindness**

I will treat all of our patients and colleagues with respect for their position, understanding, compassion and genuine care so that they feel reassured and at ease.

#### **Pārekareka - Fun**

I will embrace Kaweka Hospital as an appealing workplace that is happy and fulfilling for our team.

#### **Whakapai ake - Improvement**

I will continuously improve my knowledge and skills to ensure that Kaweka Hospital is a leading surgical facility improving and innovating healthcare in New Zealand.

### Kaweka Hospital Staff are People Who

- Lead by example, are confident but humble and respectful.
- Operate with a clear view of what is needed and a bias for action.
- Are self-directed, rapid learners.
- Aren't content with the status quo and are able to break down barriers to move the organisation forward.
- Exhibit passion and excitement regarding their work.
- Are tenacious and willing to put in extra effort to achieve their, and Kaweka's purpose.
- Are collaborative by choice and don't make decisions in isolation where collaboration is possible and will result in better decisions. They understand what it is to work as a team.
- Are passionate about improving the responsiveness and quality of the solutions delivered.
- Have effective written and face-to-face communication skills.

- Are problem solvers.
- Have superior customer service mindsets.
- Are able to influence others, work in a team environment, and also able to work independently.
- Are able to handle multiple, and sometimes conflicting, priorities.

### All Hands On-Deck Approach

At Kaweka Hospital we know the most successful teams are made up of people who are willing to “jump in and get the job done”, even if it’s a task not specifically stated in your position description. From time-to-time this may be required of you, however, we will always ensure that your safety, and that of our patients, is paramount so we will never expect you to do anything outside what is reasonable for your role.

## Purpose of the position

Manage the overall quality of Kaweka Hospital. This requires the overall implementation and maintenance of the formal Quality system that conform to the requirements of ISO 9001:2015 Quality Management Systems Standard, ISO 14001:2015 Environmental Standard, ISO 45001:2018 Health and Safety Standard, the Ngā Paerewa Health and Disability Services Standards NZS 8134:2021, AS/NZS 4187:2014 Sterilization Standards / Practices, and other standards as required.

## Position Responsibilities

### Management of the Quality System

- The clinical, and operational, governance of Kaweka Healthcare Ltd are ultimately the responsibilities of the Director of Surgery and the Managing Director respectively, reporting to The Board but with delegations to the Hospital Manager. This position holder will work closely with, and be supported by, the Hospital Manager, (and the Director of Surgery and Managing Director as, and if, required) to achieve the above standards.
- Manage and continuously improve the quality of people, processes, plant and product, and the integration of these, leading to consistent Quality outcomes.
- Ensure that quality is not restricted to ‘ticking boxes’; understand that it is a constant process.
- Maintain a consistent level of quality in all areas that prepares the hospital for audits to meet the necessary standards.
- Manage document control in the quality management system.
- Manage the annual audit plan.
- Manage the annual Quality review meeting with reports and statistics.
- Analyse, maintain and report on all clinical and non-clinical events reported via the events register.
- Establish annual Quality goals for the organisation with senior management and continue improvement beyond those goals once achieved.
- Communicate improvements that are made effectively to: Staff, managers, and administrators throughout the organisation.
- Collate, follow-up, report and issue survey results monthly to the Hospital Manager.
- Educate, train and ensure that all staff understand that quality includes continuous improvement at all levels of the operation, by all levels of staff. Engage, empower, enable and execute.
- Organise and chair monthly Quality Committee meeting.
- Complete minutes of the Quality Committee meetings for approval and distribution.

### Document control

- Initiate document review (manuals, standard operating procedures, policies, records) throughout the organisation to ensure that the quality system is current and up to date.
- Manage Quality improvement forms and report to Senior Leadership Team (SLT).
- Establish and maintaining document change / corrective action register.
- Ensure that documents issued, meet Kaweka format requirements providing consistency and uniformity to maintain a professional appearance.
- Ensure that documents are proof-read.
- Establish and maintain a forms-register and form numbering system.
- Ensure distribution of updates at all levels of controlled documentation.

## Audits

- Prepare an Annual Audit Schedule for all the activities, relevant to the Hospital's scope of registration. Report planned audits to senior management.
- Prepare and manage the hospital for audits to meet the standards for:
  - Certification of Ngā Paerewa Health and Disability Services Standards NZS 8134:2021.
  - ISO 9001:2015 (Quality Management Systems).
  - ISO 14001:2015 (Environmental Management Systems).
  - ISO 45001:2018 (Health and Safety Standard).
  - Radiation Safety Act 2016, the Radiation Safety Regulations 2016 and the Code of Practice for Diagnostic and Interventional Radiology ORS C1.
  - AS/NZS 4187:2014 Sterilization Standards / Practices;
  - and other relevant standards, as required.
- Train internal auditors and/or have these trained.
- Attend audits and follow up audit results with corrective actions and close-out plans for non-compliances. Communicate the action plan to audit agencies and staff.
- Report audits, results and follow-up to the Senior Leadership Team and the Kaweka Hospital Board of Directors..

## Policies

- Add or remove policies as appropriate, consulting with senior management and the Kaweka Clinical Advisory Committee (CAC) as appropriate.
- Assign reviews to roles and update reviews when necessary.
- Notify staff of new documents and document changes.
- Check notifications affecting policies.

## Regulations

- Register for updates on all hospital related standards and requirements.
- Keep updated versions of all Government Legislation and generic standards, relevant to the Hospital, e.g. NZS 8134:2021, ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, AS/NZS 4187:2014 Sterilization Standards / Practices and others as required, on file for general use.

## Health and Safety (H&S)

- Contribute to a safe and healthy workplace
- Follow and comply with H&S policies and processes, and apply these to own work activities, including using / wearing Personal Protective Equipment (PPE) as required.
- Participate in activities directed at preventing harm and promoting well-being in the workplace.
- Identify, report and self-manage hazards where appropriate.
- Report early and accurately of any incidents at work and raising issues of concern when identified.

## Surveys

- Instigate surveys as required.
- Collate and analyse feedback from survey forms.
- Report survey results to the hospital manager and staff.

## Users

- Add and remove staff to and from the system as required.
- Assign roles to staff.
- Provide quality management system training to new staff.

## Professional Requirements

- Maintain patient and hospital confidentiality.
- Understand professional boundaries and Code of Conduct.

- Use action plans to accomplish goals; establish timeframes and amend these where necessary while notifying management. Source and/or allocate resources realistically and appropriately.
- Comply with all organisational policies and standards.
- Lead performance improvement and continuous quality improvement activities.
- IT literacy and capability – proficient in Microsoft Word and Excel.
- Provide overall planning and management of the quality system.
- Demonstrate time-management skills with an ability to prioritise tasks and meet deadlines.
- Maintains Professional Development and Recognition Programme (PDRP) portfolio or equivalent.
- Act in a professional manner at all times.

## Education

- Quality Management and Systems qualification or relevant experience.
- Hospital level accreditation leadership experience.
- Certification of Ngā paerewa Health and Disability Services Standard 8134:3.2:2021, ISO 9001: 2015 Quality Management Systems, ISO 14001:2015 Environmental Management Systems, and ISO 45001:2018 Health and Safety standard.
- Meet all Nursing Council Competencies (If Registered Nurse (RN) Certified)
- Is trained in Health and Safety Systems.

## Experience

- Healthcare environment.
- Strong organisational and interpersonal skills.
- Quality Systems - ISO 9001:2015 Quality Management Systems, ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Health and Safety standard.
- Ngā Paerewa Health and Disability Services Standards NZS 8134:2021.
- Health and Safety / Workplace Safety.

## Health Status

- Physically and mentally fit and able to undertake the role as outlined.

## Vaccination Status

Recommend vaccinations and those deemed mandatory and as required by the Ministry of Health. This will be reviewed frequently by the Senior Leadership Team following any amendments to the requirements of the Ministry of Health.

## Commitment

### Interpersonal Relationships, Teamwork and Communication

- Maintain and promote open, close and effective communication with between staff and Hospital Manager, Director of Surgery, and Nurse Manager.
- Promote open communication, collaboration and co-operation across all clinical-, administrative- and support staff.
- Liaise with staff on the development and/or improvement of policies and procedures relating to the Quality management system.
- Respect the contribution of others within the team.
- Communicate honestly and openly with all staff.

### Commitment to Honouring Diversity and Reducing Inequalities

- Support a healthy workforce that reflects the Hawke's Bay community.
- Demonstrate knowledge and understanding of local tikanga and Māori culture and support the use of Te Reo Māori.
- Demonstrate respect and sensitivity and cultural awareness in interpersonal relationships.
- Acknowledge cultural differences by respecting spiritual beliefs, cultural practices and lifestyle choices.

- Demonstrate a commitment to the Treaty of Waitangi principles.
- Be visible, welcoming and accessible to Māori, Pasifika patients and their whānau, and all other ethnicities without prejudice.
- Be committed to reducing inequities for Māori and Pasifika and other ethnic minorities in accessing services.
- Applies the Treaty of Waitangi within the delivery of services on behalf of Kaweka Hospital.
- Engage actively in respectful relationships with all patients and their support networks to encourage participation in the delivery of care.
- Promote awareness of LGBTTTQIA+ communities, the challenges they face and be an ally in the workplace.
- Demonstrate an ability to engage with all patients and how they identify themselves.
- Provide an accessible service for the disabled community that recognises the individual needs of the patient.

### Commitment to Quality, Occupational Health, Safety, and Wellbeing, and Environment

- Be proactive in the use of appropriate mechanisms to identify all H&S accidents, incidents, near misses, and nonconformances.
- Participate in multi-disciplinary H&S meetings and systems.
- Avoid doing anything that puts your own or others' occupational health and safety, or wellbeing at risk.
- Follow all quality, occupational health, safety, and wellbeing, and environmental policies, procedures, and instructions.
- Understand your rights and responsibilities as a worker under the Health and Safety at Work Act 2015.

<b>Employment Agreement:</b>	Individual Employment Agreement as agreed with the employee, commensurate with experience.
<b>Position Description Prepared Date:</b>	May 2024
<b>Employee Name:</b>	
<b>Signed by Employee:</b>	
<b>Date of Signature:</b>	

*Small changes to your position may occur however anything of an ongoing nature will be reviewed, agreed and entered in writing as a variation.*