

Position Description

Position	Quality Coordinator – Radiology
Team / Service	Radiology Services
Directorate	Hospital Operations
District	Capital, Coast & Hutt Valley
Responsible to	Radiology Operations Manager
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	Wellington & Kenepuru Hospital

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly.

Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

[TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz)

Capital, Coast | Private Bag 7902, Newtown, Wellington 6342 | 04 385 5999 Hutt Valley | Private Bag 31907, Lower Hutt 5010 | 04 566 6999

QO6.15 – Quality Coordinator

Revision Issued 8 Dec 2023

Te Kāwanatanga o Aotearoa
New Zealand Government

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness

Kotahitanga – Connection, unity, equity

Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Team/Service Perspective

Radiology Services provide a wide range of diagnostic and interventional imaging for CCHV and adjacent regions, including Angiography, CT, Fluoroscopy, Mammography, MRI, Nuclear Medicine, Ultrasound and General Radiography. The service is multi-disciplinary, employing Radiologists, Nurses, Administration Support Staff, Medical Imaging Technologists (MITs) and Sonographers. The Radiology department is a training institution for Radiology Registrars, MITs and Sonographers.

Mō tō mātou rōpū – About Our Team

The Department is a friendly, professional and dedicated team; who work hard to ensure the best possible care for our patients. The department includes: Radiologists, Sonographers, Medical Imaging Technologists, MRI Technologists, Nuclear Medicine Technologists, Mammographers, Radiographic Assistants and administrators in the RIS/PACS team. We work closely with Nurses and Health Care Assistants, Administration/Bookings Team, and Data/IT/Quality staff.

The Department offer a supportive workplace culture with a commitment to your ongoing professional development and well-being, and we have a strong focus on outgoing quality improvements and constructive relationships with clinical colleagues. The Radiology Department also hold International Accreditation New Zealand (IANZ) accreditation.

Purpose of the Role

The Quality Coordinator at Capital and Coast Radiology, provides an internal and independent quality assurance function that ensures IANZ, ORS and other internal and external QA programme requirements are met.

The role will also assist the Radiology Operations Manager in delivering an effective quality and risk programme, participation in internal and external audit activities, complaints resolution, and development and facilitation of quality improvement activities.

Assistance is also required to support the Quality / Risk Unit in duties associated with the emergency management and privacy / security functions.

Scope and Focus of Role

The Quality Coordinator:

- Provides support for all Radiology staff to enable high quality service delivery across the hospital.
- Supports the establishment of a culture of continuous improvement that links Capital and Coast Radiology service activities to overall hospital operational strategies
- Fosters excellence in operational standards and professional conduct for the Service
- Supports new and innovative ideas which improve patient experience and outcomes
- Identifies emerging issues, risks, threats and opportunities early and mitigates these

Key Relationships & Authorities



Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

The following expected results are provided as a guide for performance standards. The annual performance plan and measurements will be discussed and discussed and agreed between the position holder and manager as part of annual performance and development.

General Accountabilities

- Ensure that your health and safety practice meets the requirements of health and safety at work legislation, applies the hospitals policies and processes and contributes to a culture of safe practice.
- Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the hospitals Code of Conduct.
- Respond to the changing needs of the hospital performing other tasks as required.
- Champion equality and diversity in the workplace including Te Tiriti o Waitangi.

Key accountabilities	Deliverables / Outcomes
Reviews/Audits	▪ In consultation with the Radiology Manager conduct annual review of Radiology Quality Systems ▪ Facilitate the internal and external audits required to meet IANZ requirements ▪ Conduct periodic Quality Audits in each Radiology Area ▪ Ensure audit reports are distributed and actioned
Documentation	▪ Establish and maintain standardised documentation of the Radiology Quality Manual ▪ Document Control is effectively managed ▪ Quality System reviewed, revised and approved in a timely manner ▪ Reports on activity are provided to the Radiology Manager and SLT
Continuous Quality Improvement	▪ Encourage the development of Quality initiatives that promote and enhance Continuous Quality Improvement ▪ Radiology staff aware of and involved in QA programmes that improve service delivery ▪ A customer focused Radiology Service is promoted ▪ Facilitate quality activities between Radiology and other areas of the hospital
Reportable Events/Complaints/HDC	▪ Assist in resolution of complaints including overview of reports and letters written to complainants, facilitation of meetings to address issues and follow up on actions taken to minimise reoccurrence. ▪ Facilitate review of Radiology reportable events and mentors senior staff in the department to ▪ Escalate SAC1/2 events for review by Quality Facilitators in Centre of Clinical Excellence (CoCE) ▪ Support Radiology Operations Manager/Radiology SLT in preparation to respond to HDC complaints
Radiology Quality Management System	▪ IANZ Accreditation maintained ▪ Development and maintenance of an effective Radiology Quality Management system ▪ Testing processes carried out in compliance with written protocols ▪ Audits completed satisfactorily ▪ Actively participates in M<u>Actively participates in Operations Management meetings and provides regular updates on Quality related matters</u>
Professionalism	▪ Displays a high degree of professionalism ▪ Maintain a high personal standard of quality, accuracy and reliability in all activities and procedures undertaken ▪ Displays a sound working knowledge of current practices and developments. This is achieved by reading relevant journals and texts, attending meetings and in-service educational sessions, consulting with colleagues and liaising with external agencies. ▪ All work produced is of highest quality ▪ Reports issued in a timely manner

Communication	▪ Appropriate communication and interpersonal skills are used ▪ Displays a professional approach when dealing with patients and other staff, communicating clearly and effectively ▪ Attending and participating in staff meetings ▪ Explains purpose and process of procedure in clear concise language
Te Tiriti o Waitangi	▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.
Health & Safety	▪ Has read and understood the Health & Safety policy and procedures. ▪ Actively supports and complies with Health & Safety policy and procedures. ▪ Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Interpersonal Savvy	▪ Comprehensive knowledge of relevant Quality standards ▪ A high level competence in auditing processes and implementation of audits in all area if Radiology ▪ A working knowledge of Radiology practices ▪ Comprehensive knowledge of regulations and best practice in occupational health and safety ▪ Comprehensive knowledge of the Radiology Quality Manual ▪ High level of planning and organising skills, able to manage time effectively to achieve multiple tasks ▪ High level of interpersonal skills, able to communicate effectively with a wide range of people from diverse backgrounds, able to assert oneself confidently and tactfully ▪ Demonstrate ability to work effectively under fluctuating levels of pressure ▪ The ability to write clear and concise reports ▪ Computer skills essential ▪ Ability to work in a multidisciplinary team
Organising	▪ Uses resources effectively and efficiently ▪ Arranges information and files in a useful manner
Problem Solving	▪ Uses rigorous logic and methods to solve difficult problems with effective solutions ▪ Can see hidden problems' ▪ Is excellent at honest analysis ▪ Looks beyond the obvious and doesn't stop at the first answer
Quality & Innovation	▪ Provides quality service to those who rely on one's work. ▪ Looks for ways to improve work processes - suggests new ideas and approaches. ▪ Explores and trials ideas and suggestions for improvement made by others. ▪ Shows commitment to continuous learning and performance development.
Negotiating	▪ Can negotiate skilfully in tough situations with both internal and external groups; ▪ Can settle differences with minimum noise; ▪ Can win concessions without damaging relationships; ▪ Can be both direct and forceful as well as diplomatic; ▪ Gains trust quickly of other parties to the negotiations; - Has a good sense of timing

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Computing skills, particularly using MS systems such as Word and Excel
- Excellent customer service skills, skilled at listening to customers to assess their needs, communicating effectively with a wide range of customers and managing customer expectations
- Planning and organising skills, ability to manage a range of tasks at one time and carry them through to completion
- Good communication skills, ability to establish and maintain professional working relationships, communicate effectively with others and express ideas and/or information clearly – both verbally and in writing
- General clerical experience

B. Essential Professional Qualifications / Accreditations / Registrations:

- A tertiary qualification and/or significant clerical work experience in a related field
- Excellence in customer service role

C. Someone well-suited to the role will place a high value on the following:

- Being a good team player; able to work with others to achieve team goals
- Able to work independently without supervision, using initiative
- Able to work under pressure
- Flexible, positive attitude to work
- Accurate and efficient work practices

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Date Effective _____

Manager’s Name & Signature _____

Employee’s Name & Signature _____