



POSITION DESCRIPTION -Professional Services Staff

Position Title: Improvement Facilitator
Level: 8/9
Faculty: Science, Medicine and Health
Unit: Australasian Health Outcomes Consortium (AHOC) / Palliative Care Outcomes Collaboration (PCOC)

Primary purpose of the position:

The Improvement Facilitator (IF) is a key member of a team who, together, deliver the Palliative Care Outcomes Collaboration (PCOC) program. This position is responsible for leading and managing PCOC activities and contributing to clinical and professional practice changes within participating services based on the outcomes of PCOC's research activity.

Position Environment:

The University of Wollongong is a leading Australian university with a history of outstanding achievements in teaching and learning, research, and community engagement. It is fundamentally committed to providing our diverse body of students with an engaging world class and internationally oriented learning experience. The success of this commitment is demonstrated by enviable results in preparing students for the challenges of future study and workplace environments.

The University recognises the collective nature and interconnectedness of Aboriginal and Torres Strait Islander families and communities and offers generous working conditions in a great location, with sociable hours, family friendly policies, flexible work practices and culturally sensitive leave provisions, including cultural and ceremonial leave. Further supports for advancing equity, diversity and inclusion (EDI) at the University include: a 'Primary Carer Return to Work Grant' that provides flexible funding to primary carers returning from parental leave; an active Ally network supporting gender, sex and sexuality diverse staff and students; a Disability Inclusion Network for staff; EDI training and resources for all staff members; and an EDI governance structure that ensures action on EDI is embedded at all levels of the university.

The Faculty of Science, Medicine and Health (SMAH) comprises of the Schools of Chemistry and Molecular Biosciences; Earth, Atmospheric Life Sciences; Medical, Indigenous and Health Sciences; Nursing; and the Graduate School of Medicine. With such a diverse science and health focus, SMAH is positioned to be a major force in connected and science-embedded education and translational science, medical and health research in Australia. Empowered by first-class teaching, driven by active research, and committed to advancing equity, diversity and reconciliation, this Faculty combines the very best of science, with strong capacity for translation to our global communities' needs and aspirations.

AHOC is a research consortium within SMAH which aims to improve services and outcomes for patients through benchmarking of care and treatment and supporting service improvement. AHOC generates robust evidence through its provision of clinical quality registries in rehabilitation, pain and palliative care. The registries provide evidence to guide treatment and care for individual patients, measure outcomes and deliver benchmarking for the relevant health sector. AHOC Centres, including PCOC, identify and promote best practice in clinical care, drive quality improvement and conduct research.

PCOC is the national evidence hub for palliative care outcomes in Australia. It is a mature, established program, led by AHOC in partnership with the University of Western Australia, the Queensland University of Technology, and the University of Technology Sydney.

SMAH Values Statement:

The SMAH values statement provides the foundation for Faculty culture. All staff members are expected to be guided by the Faculty values in performing their roles.

*We act with **integrity and transparency**, and we are **supportive and collaborative**.*

INTEGRITY: We act in everyone's best interests and make ethical decisions.

TRANSPARENCY: We are honest, reliable and willing to ask and answer questions.

SUPPORTIVE: We help each other thrive in a safe and positive work environment.

COLLABORATIVE: We work together towards positive outcomes within and beyond the Faculty.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time
1.	<p>Act as the PCOC's public face and primary point of contact with specified services in order to lead and manage activities, ensuring that services are well prepared to participate in PCOC and are well supported after joining PCOC:</p> <ul style="list-style-type: none"> ▪ Represent PCOC on relevant committees ▪ Build and maintain collaborative links with the palliative care sector ▪ Promote a culture of continuous quality improvement, striving for best practice that is evidence based ▪ Actively participate in PCOC knowledge sharing ▪ Liaise with other state and national palliative care programs and key stakeholders, as agreed ▪ Communicate and market the PCOC aims and outcomes ▪ Undertake recruitment of and support implementation of PCOC with palliative care services including commencement of data collection and ongoing support with data maintenance ▪ Conduct clinical education and assist with IT training as per national education, quality and training specifications ▪ Promote attendance at PCOC workshops and activities 	<p>High-quality outcomes in services are reported</p> <p>Services are well-supported in their PCOC participation</p> <p>Coverage of services and predictable deaths (e.g., deaths amenable to palliative care) increases</p> <p>Relationships with key palliative care staff and the sector are maintained and strengthened</p>	30%
2.	<p>Provide ongoing support for participating services, enable development of consistent practices in the collection of PCOC patient outcome measure items and facilitate opportunities for services to use their PCOC data as the basis for quality and outcome improvement initiatives:</p> <ul style="list-style-type: none"> ▪ Ongoing support visits, including education updates ▪ Analysis and interpretation of data and reports ▪ Support and guidance in continuous quality improvement ▪ Support and guide services with PCOC benchmarking activities 	<p>Demonstrated improvements in service quality and outcomes</p> <p>Demonstrated participation in leadership activities within the regional and national palliative care research community</p>	30%
3.	Work with the PCOC team to deliver the PCOC program:	Activities identified in the	30%

Responsibilities		Outcome	Percentage of Time
	<ul style="list-style-type: none"> ▪ Function with a high degree of autonomy whilst contributing to the efficient and effective management of the program ▪ Work consistently with the agreed PCOC work-plan and within agreed timeframes ▪ Participate as a team member in team-based projects ▪ Work collaboratively to review systems, processes and guidelines as appropriate ▪ Identify opportunities, both in terms of advocacy and funding, for the advancement and sustainability of the project ▪ Lead special interest groups, task forces or equivalent, as required, to help drive strategic requirements ▪ Prepare relevant reports and presentations and assist with the preparation of refereed journal articles ▪ Be the primary contact for project documentation, files and records, and ensure their preparation and maintenance Provide peer support to new IFs	PCOC work plan are achieved in designated timeframes Demonstrable consistency and transparency across zones in PCOC processes, and activities align with agreed work-plan and timeframes	
4.	Collaborate with the PCOC statisticians (and the PCOC team) in facilitating collection of valid data that can be used for benchmarking purposes by: <ul style="list-style-type: none"> ▪ Maintaining the quality control of PCOC data by completing data quality checks and data quality assurance procedures ▪ Contributing to the development of better data integrity and usefulness ▪ Participating in research and development activities 	High-quality PCOC service-reports and zone reports are achieved, and other types of outputs, including conference proceedings and journal articles	10%
5.	Develop and maintain systems and processes for the faculty to improve administrative operations.	To ensure efficient and consistent service delivery.	Ongoing
6.	Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	To foster direct relationships with staff and enhance engagement with the organisation.	Ongoing
7.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing
8.	Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	To ensure a safe working environment for self & others.	Ongoing

Reporting Relationships:

Position Reports to:	Director, PCOC
The position supervises the following positions:	Nil
Other Key Contacts:	PCOC National Quality and Education Manager, Statisticians, Senior Administration Officer and other IFs to ensure consistency of PCOC activities.

Key Relationships

Contact/Organisation

Purpose and Frequency of Contact

Members of the PCOC governance committees	PCOC governance - at least bi-annually
Members of PCOC Advisory Committees	Task-specific expert groups advise PCOC, (ad hoc)

Key Challenges

- Contribute to ongoing leadership and strategic planning initiatives
- Coordinate a range of activities across multiple facilities and services in both rural and urban settings
- Maintain the commitment of voluntary participants to provide data for the duration of the program
- Add value to the palliative care service industry consistent with aims of PCOC
- Recognise and seize opportunities to further develop the aims of PCOC

SELECTION CRITERIA

- A university degree in a relevant discipline. Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience working in palliative care, aged care and/or quality improvement in health care or a combination of education/training/experience deemed equivalent
- Extensive experience in the health sector and an understanding of health service delivery in primary, sub-acute and acute settings
- Demonstrated experience in the collection, analysis and interpretation of data to measure and improve clinical practice
- Knowledge and understanding of change management and quality improvement principles as they apply to health care settings
- Demonstrated ability to manage projects including planning and delivering outcomes within agreed timeframes
- Demonstrated high level of written and interpersonal communication skills
- Ability to engage effectively and be credible with health care service personnel including clinicians, educators, quality managers and executive staff
- High-level oral communication and interpersonal skills including the ability to liaise and engage at all levels with the palliative care sector of the health system
- An understanding of the use of data, databases, and IT systems to capture clinical information
- Demonstrated commitment to applying culturally respectful and safe practices in the workplace and demonstrating respect and inclusiveness of diverse people in all work practices

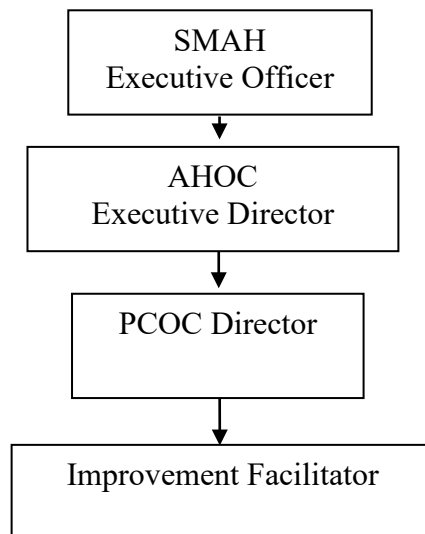
Personal Attributes:

- Ability to establish effective relationships with stakeholders and facilitate education sessions, workshops and quality improvement activities within the zone
- Highly motivated, able to take initiative and work unsupervised to achieve work-plan milestones and reporting requirements
- Ability to contribute as an effective team member to PCOC

Special Job Requirements:

- The position entails regular travel potentially to all Australian States and Territories and to regional and remote locations
- A current Drivers Licence
- May be required to work outside of standard business hours or across campuses and research partner facilities

Organisational Chart:



Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

All Staff

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles And Responsibilities for WHS](#) and [WHS Management System](#).

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.