

# JOB AND PERSON SPECIFICATION

## 1. POSITION DETAILS

<b>Position Title</b>	<b>Quality Improvement Facilitator (Palliative Care)</b>	<b>Date Approved</b>	
<b>Portfolio</b>	<b>Community Collaborations</b>	<b>Status of Employment</b>	Contract position 1.0 FTE up to 30 June 2020 (Possibility of extension subject to continued funding)

## 2. POSITION CONTEXT

<b>Organisational overview</b>	<p><b>Why We Exist</b></p> <p>To connect the Primary Health Care system and improve the health and wellbeing of our community.</p> <p><b>Our Team Values</b></p> <ul style="list-style-type: none"> <li>• We actively listen and communicate with empathy and respect.</li> <li>• We do what we say we will do.</li> <li>• We take time to build relationships.</li> <li>• We deliver work to high standards for best possible outcomes.</li> <li>• We find ways to communicate and collaborate within and across teams, to ensure a shared understanding.</li> <li>• We undertake our roles with a positive, can do attitude and genuine desire to help each other</li> <li>• We are resourceful and solution focused.</li> </ul>
<b>Job purpose statement</b>	<p>The Quality Improvement Facilitator (Palliative Care) undertakes the implementation, delivery and evaluation of the Enabling Choice for South Australia (ECSA) Project. ECSA is the Adelaide Primary Health Network's (APHN) response to the Australian Government's Greater Choice for at Home Palliative Care measure.</p> <p>The Quality Improvement Facilitator (Palliative Care) works with aged care organisations to build organisational, workforce, resource and partnership capacity to improve the planning and delivery of palliative and end of life care to achieve the following objectives:</p> <ul style="list-style-type: none"> <li>○ Improving access to safe, quality palliative care in aged care and support end of life care systems and services in primary and community care.</li> <li>○ Enabling the right care, at the right time and in the right place to reduce unnecessary hospitalisations.</li> <li>○ Generating and using data to ensure continuous improvement of services across sectors.</li> <li>○ Utilising effective technologies to provide flexible and responsive care, including after usual business hours.</li> </ul>
<b>Reporting/working relationships</b>	<p><b>Reports to:</b></p> <ul style="list-style-type: none"> <li>• Executive Manager Community Collaborations</li> </ul>
<b>Line management responsibility</b>	N/A
<b>Special conditions</b>	<ul style="list-style-type: none"> <li>• Some out of hours' work may be required.</li> <li>• Intrastate and interstate travel may be necessary.</li> <li>• Must possess a current Driver's Licence &amp; insurance and prepared to use own vehicle.</li> <li>• Must maintain a current Police clearance for working with vulnerable persons.</li> <li>• APHN is a smoke free workplace.</li> <li>• Participate in Performance Review &amp; Development process.</li> </ul>

3. KEY RESULTS, ACCOUNTABILITIES AND PERFORMANCE INDICATORS		
Key Result Area	Accountabilities and Outcomes <i>(What is to be achieved – responsibilities and duties)</i>	Key Performance Indicator <i>(This is the measurement criteria for how each accountability/responsibility is achieved)</i>
<b>Capacity building</b>	<ol style="list-style-type: none"> <li>1. Build on the existing capabilities of aged care organisations to meet the strategic and policy context for the delivery of palliative and end of life care in an aged care setting</li> <li>2. Buld on the existing capabilities of aged care organisations to achieve the objectives of ECSA.</li> <li>3. Work with aged care organisations, their staff and visiting general practitioners to ensure provision of high quality palliative and end of life care through improved knowledge of and access to education, training and peer to peer learning, to support resident choice.</li> </ol>	<ol style="list-style-type: none"> <li>1. Number and % of residents/clients with an Advanced Care Directive and/or 7 Step Pathway who die in their place of choice for palliative or end of life care interventions</li> <li>2. Number and type of education/ training/mentoring sessions provided to staff, GPs, allied health, families</li> <li>3. Participating GP/staff survey indicates improvement in satisfaction and confidence in managing palliative and end of life care.</li> <li>4. Aged Care organisations policies and procedures reflect best practice evidence guidelines.</li> </ol>
<b>Effective engagement and partnership</b>	<ol style="list-style-type: none"> <li>1. Lead organisational level partnership and engagement, for the purposes of capacity building and integration of aged care services in relation to accessing services which enable greater choice around how, when and where palliative and end of life care is provided.</li> <li>2. Facilitate opportunities for effective engagement and partnerships between aged care services where appropriate that would result in improved systems reform, service delivery and outcomes of the ECSA project.</li> </ol>	<ol style="list-style-type: none"> <li>1. Number and type of partnerships and linkages developed as part of the ECSA project.</li> <li>2. Participating aged care services / partners survey indicator identification and engagement with respective delivery partners to support their improvement activities eg training organisations, specialist services.</li> </ol>
<b>Integration</b>	<ol style="list-style-type: none"> <li>1. Work with aged care organisations to identify service gaps, community priorities and facilitate connections and integration between aged care services, palliative care services, hospital and community services to influence best practice service delivery and improve access to palliative and end of life care pathways.</li> <li>2. Lead and contribute to approaches and processes that support the integration of APHN programs for My Health Record and Health Pathways in aged care settings.</li> </ol>	<ol style="list-style-type: none"> <li>1. Number, type and location of interactions with Specialist Palliative care services, hospitals, SAAS.</li> <li>2. Number of My Health Record registrations for residents/clients of the aged care organisation.</li> <li>3. Healthpathways 'Introductory Sessions' provided to general practitioners, aged care organisations and staff.</li> </ol>

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<b>Quality effectiveness and efficiency</b>	<ol style="list-style-type: none"> <li>1. Lead the preparation, coordination and implementation of audits and quality improvement initiatives in aged care organisations to achieve the objectives of the ECSA project.</li> <li>2. Promote and support the use of best practice guidelines (such as the Guidelines for a Palliative Approach in Residential Aged Care and the Guidelines for a Palliative Approach for Aged Care in the Community Setting) and National Palliative Care Strategy 2010 to aged care organisations.</li> <li>3. Promote and foster quality improvement approaches to evaluation, assessment, monitoring and redesign to aged care organisations.</li> </ol>	<ol style="list-style-type: none"> <li>1. Baseline and 6 monthly death audits demonstrate improvement in the following over time: <ol style="list-style-type: none"> <li>a. Number and % of Advanced Care Directives</li> <li>b. Number and % of 7 Step Pathways</li> <li>c. Number and % of Palliative care case conferences conducted in residential aged care</li> </ol> </li> <li>2. Improvement in length of stay for residents/clients hospitalised for palliative and/or end of life conditions</li> </ol>
<b>Innovative design</b>	<ol style="list-style-type: none"> <li>1. Works with the Adelaide PHN Internal Working Group in the ongoing development of ECSA project re design to ensure: <ul style="list-style-type: none"> <li>• adequate understanding of current environment, including strengths and opportunities;</li> <li>• identified service gaps;</li> <li>• integration; and</li> <li>• appropriate access within the health system.</li> </ul> </li> <li>2. Contribute to changes and improvement through innovative design.</li> </ol>	<ol style="list-style-type: none"> <li>1. Attendance and participation in APHN ECSA internal working group meetings, identifying issues and solutions.</li> </ol>
<b>Information management</b>	<ol style="list-style-type: none"> <li>1. Support aged care organisations to implement data management systems to capture appropriate information for sharing, reporting and analysis purposes for the ECSA project.</li> <li>2. Contribute to the collection, analysis, dissemination and use of information for the purposes of design, evaluation and improvement of the ECSA project.</li> <li>3. Support APHN in the preparation of ECSA project reports to the Australian Government.</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide monthly reports to the APHN IWG internal working group against ECSA KPIs and other qualitative measures as relevant.</li> </ol>

### 3. KEY RESULTS, ACCOUNTABILITIES AND PERFORMANCE INDICATORS

Key Result Area	Accountabilities and Outcomes <i>(What is to be achieved – responsibilities and duties)</i>	Key Performance Indicator <i>(This is the measurement criteria for how each accountability/responsibility is achieved)</i>
<b>Communication and marketing</b>	<ol style="list-style-type: none"> <li>1. Contribute to APHN engagement and communication planning and implementation.</li> <li>2. Provide project updates as relevant for APHN newsletters, information platforms and website.</li> </ol>	<ol style="list-style-type: none"> <li>1. Quality communication to meet the needs of internal and external stakeholders.</li> </ol>

#### 4. ESSENTIAL CRITERIA

<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to develop relationships and work collaboratively with a range of service providers, including aged care providers, general practice and hospital and community health services.</li> <li>• Demonstrated communication, problem solving and negotiation skills.</li> <li>• Demonstrated ability to understand, analyse and use health information and data (qualitative and quantitative) to influence system change and quality improvement initiatives.</li> <li>• Demonstrated skills in dealing with confidential and sensitive information in a professional manner.</li> <li>• Demonstrated ability to work with limited direction and to prioritise and meet deadlines in a high demand work environment of rapid change.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in palliative care service implementation and management, including palliative care capacity building interventions within the aged care and/or community aged sector.</li> <li>• Experience in quality improvement initiatives and management of health projects particularly those involving multiple stakeholders and requiring high levels of collaboration.</li> <li>• Demonstrated experience with Microsoft Office Suite including Microsoft Word, Outlook, Excel and Power Point.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge of the Australian aged care sector, the primary and tertiary health sectors, and in particular of palliative and end of life care.</li> <li>• Knowledge of the Australian primary health care sector particularly in relation to General Practice and its role and function in aged care settings.</li> </ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualification or equivalent in a health field and currently registered with the Australian Health Practitioner Regulation Agency (AHPRA) or equivalent.</li> </ul>

#### 5. DESIRABLE CRITERIA

<b>Attributes/experience</b>	<ul style="list-style-type: none"> <li>• Post graduate qualifications in Palliative care.</li> </ul>
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#### 6. ORGANISATIONAL REQUIREMENTS

<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Employees must support the aims and objectives of APHN through understanding and implementation of the APHN Strategic Plan and Objectives.</li> <li>• Be aware of and adhere to APHN's policies and procedures.</li> <li>• Display a commitment and passion for APHN Values.</li> </ul>
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#### 7. ACKNOWLEDGEMENT AND APPROVAL

*Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job & Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.*

<b>ACKNOWLEDGED BY EMPLOYEE:</b>		<b>Date:</b>	<b>Signature:</b>
<b>APPROVED BY CEO:</b>	Deb Lee	<b>Date:</b>	<b>Signature:</b>