



THE AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS (ACHS)

Position Description November 2021

Position title:	PROJECT OFFICER – PERFORMANCE AND OUTCOMES SERVICE (POS)
Responsible to:	Manager, Performance and Outcomes Service Customer Services and Development (CSD) staff Clinical Advisor, POS
Key Functional Relationships:	Data Analyst, POS Partner organisations Research partners collaborating with ACHS IT Services ACHS staff

COMPETENCIES:

Essential:

1. Qualification in health or a health-related discipline
2. Demonstrated understanding of clinical indicators and the concepts of quality improvement and performance monitoring in healthcare
3. Demonstrated customer service and interpersonal skills
4. Demonstrated ability to interpret data, and assess and manage data queries from healthcare organisation personnel
5. Demonstrated experience in literature review, analysis and assessment of clinical evidence
6. Demonstrated written communication skills to prepare reports, papers, briefings and correspondence
7. Demonstrated experience working collaboratively with healthcare professionals and other allied organisations to achieve agreed goals
8. Ability to communicate and negotiate with external bodies to develop, review, and assess the relevance of and develop new clinical indicators
9. Demonstrated ability to work both independently and unsupervised, and as part of a team
10. Demonstrated organisational skills to manage workplace priorities and meet timelines

Desirable:

1. Knowledge and/or experience working in the healthcare industry
2. An understanding of the Australian health services accreditation processes and issues
3. Capability to market the clinical indicator program in a changing workplace environment
4. Knowledge of data analytics, data governance and development of measures of health performance

POSITION SUMMARY:

The Project Officer will:

- Assist in the development, monitoring, collection and review of data for the ACHS Clinical Indicator Program under the Performance and Outcomes Service (POS)
- Assist in the revision and development of indicators or performance measures, including literature review, marketing, training material, and liaison with development bodies or members
- Act as a resource person to health measurement development bodies or members in relation to development and revision of measures for health performance
- Act as a resource person to ACHS customers particularly in respect to the data collection or analysis tools.
- Assist in the process of developing, documenting, updating, and reviewing health performance measures, in consultation with multidisciplinary working party members
- Assist in the development of ACHS performance measures, ensuring compliance with standard operating procedure and data governance model
- Provide administrative support to the health measurement development bodies or members, in relation to preparation of agenda, minutes, and action item lists
- Assist in the publication of the Performance and Outcomes Service content, including development, marketing, and publication
- Collaborate with all services regarding data collection and analysis, as required
- Collaborate with the Clinical Advisor, POS in relation to development activity
- Collaborate with relevant research stakeholders, as required
- Assist in promoting the profile and reputation of ACHS clinical indicators as a premier knowledge resource for measurement in health care within Australia
- Participate in ACHS projects and corporate activities as appropriate

Responsibilities:

The responsibilities of the Project Officer, POS are to support the organisation to achieve its goals, which are subject to review from time to time:

To be the leading provider of accreditation products and services

- Respond to enquiries from Clinical Indicator Program customers (email, telephone, postal) and ensure resolution is within POS timeframes
- Ensure continuous review and improvement in the data collection processes
- Participate in the development and review of the POS products, tools and services
- Maintain confidentiality of Clinical Indicator Program members
- Respond to the needs and preferences of ACHS stakeholders and customers in developing performance monitoring / quality improvement tools and strategies
- Seek innovative and best practice principles for incorporation into approaches to performance monitoring / quality improvement
- Work in partnership with other organisations such as health professional colleges and associations to develop and review performance monitoring / quality improvement tools and strategies
- Follow up with Healthcare organisations regarding inconsistent data collection responses, and as requested by the Data Analyst, POS
- Collaborate with IT Services in relation to development of data collection and reporting software

The collection and analysis of performance data and the dissemination of information relevant to the quality and safety needs of consumers and the health care industry

- Participate with stakeholders in activities that promote performance monitoring / quality improvement as a quality improvement strategy e.g. publications, conferences, education, projects
- Communicate regularly with Clinical Indicator Program customers about changes to indicators, indicator sets, and definitional changes via social, direct, and indirect marketing
- Be informed of the changing trends in performance monitoring / quality improvement and seeking / maintaining partnerships with appropriate stakeholders to enable a considered response to such trends
- Participate in workshops addressing measurement in healthcare, as required

To be a leading contributor to research into quality and safety in healthcare

- Identify research collaborative opportunities in relation to performance monitoring that would benefit ACHS
- Collaborate with researchers in relation to use of quality improvement and health performance data

To provide high quality performance assessment services for accreditation and certification against recognised standards

- Assist in the production of clinical indicator program publications, as well as workshop and consultancy material

Ensure a strong business focus

- Provide primary level support to ACHS customers within POS timeframes
- Facilitate new clinical queries from Clinical Indicator Program members to the Manager, POS
- Facilitate advancement of IT issues in relation to data collection and analytics to IT Services
- Assist in the preparation of documents for health measurement development groups or members, and correspondence with all Clinical Indicator Program stakeholders
- Use the ACHS values, goals and policies in every day practice to achieve ACHS vision and participate in corporate activities such as staff meetings, development of innovative practices and ongoing education, as required
- Participate in workplace health and safety activities by adhering to workplace health and safety policies and procedures

Performance evaluation

- Performance evaluation will occur within six months after commencement of employment and then annually.
- The performance of the Project Officer, POS will be evaluated by:
 - Feedback on work achievements and issues by ongoing discussion and at performance evaluation
 - Periodic external customer feedback on services provided
 - ACHS performance indicators for the POS team