



Job Description

Regional Quality Manager

The role performs a senior clinical leadership function within the Operations Clinical team and works across a portfolio of Villages and assigned portfolios of responsibility. The key focus of the role is to support clinical service delivery for all residents receiving Summerset care services within the village, ensuring high quality care underpinned by well embedded clinical care and quality systems.

The approach to the role includes a strong focus on leading the resident-centred model of care, supporting resident safety and clinical outcomes. The role also requires a strong focus on quality systems and continuous improvement.

The role is achieved by working collaboratively with Group Operations Managers and supporting and influencing Village team leaders and managers to be successful in their role.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Clinical
Reporting Line	Head of Clinical Delivery
Key Result Areas	1. Person centred model of care and clinical support a. Lead the person-centred model of care across assigned portfolio to drive positive clinical outcomes for resident's that align with their goals of care b. Support a systematic approach to the running of care services and the care centre to optimise resident care delivery that is timely, safe and efficient c. Drive the implementation of clinical and quality systems to enable a high standard of resident care, delivered by skilled and competent staff d. Drive uptake of Summerset clinical policies and procedures, communicate changes and implementation requirements with care staff to ensure that all Care Centres are delivering care based on current evidence based and best practice approaches e. Support co-ordination of care by ensuring clinical staff use the health system and network of specialists to the resident's advantage f. Apply clinical knowledge and expertise to reduce clinical risk and maximise clinical outcomes for the resident g. Contribute to the recruitment, orientation and professional development and support of clinical leadership roles in Village settings h. Support the in-service education and training programme and qualifications framework to drive compliance, provide proactive feedback on the training needs of clinical staff and training materials used in Summerset i. Ensure an in-depth understanding of village registered nursing teams competency and capability to deliver resident care, identify risk and develop corrective actions to mitigate risk for both residents and staff j. Drive a collaborative approach with clinical specialist roles in the Summerset Clinical team to support their work and use their skills and knowledge to the benefit of residents and the village clinical staff k. Support sites to identify early signs of deterioration and work alongside the remote access National Clinical Support Service 2. Internal/External Audits a. Ensure the Care Centre teams are supported and prepared for external audits with the aim of exceeding certification requirements b. Monitor implementation of corrective actions following external audits and that outcomes can be demonstrated to external parties as required c. Plan and complete internal audits for your portfolio to ensure an annual result as a minimum and as indicated based on risk d. Support Care Centres to successfully implement the quality framework and to be "audit ready" everyday e. Provide reports to the Head of Clinical Delivery following each audit and requests for additional resource and support for villages as required to reduce risk Clinical KPIs, reports and monitoring of quality framework 3. Clinical data and risk management a. Monitor and analyse nationally benchmarked clinical data and clinical reports for your portfolio to identify trends and risks and ensure improvement plans are developed, implemented and monitored b. Drive a continuous improvement approach to review of high risk events and ensure learnings are shared with village teams and the Head of Clinical Improvement where national learnings apply c. Monitor compliance with training requirements to ensure villages are meeting expected targets 4. Complaint Management and Customer Feedback a. Assist and support village teams to manage relationships and expectations with resident's and families including resolving complaints, focussing on the clinical services delivery aspects

	b. Assist with high level complaints to support village teams and ensure complaint investigation timelines are met and driving corrective actions as identified during the investigation c. Assist and support villages to identify and implement learnings from Resident Satisfaction Survey and demonstrate continuous improvement activities using appropriate CI tools d. Use restorative methodology and embed a learning culture when reviewing harm events 5. New Builds, Refurbishments and Extensions a. Ensure new services and care centres are ready for opening by participating in the MOPS groups b. Prepare new sites for partial provisional audit process and operational requirements to successfully accept new residents c. Ensure block training is set up to meet the needs of the village, new CCMs are supported and the training sessions are co-ordinated d. Closely monitor care delivery and implementation of systems for six months to mitigate risk and ensure a systematic approach to the running of the care centre is achieved e. Support feasibility review for sites increasing capacity of existing services 6. The Wider Business d. Advise clinical team members on changes or additions needed to the quality framework as identified by your experience and observations, emerging risks and the feedback from the village teams e. Be an active participant of assigned clinical and quality meetings and Health and Safety forums f. Contribute to and drive uptake of clinical improvement initiatives, programmes and projects in line with the approved clinical strategy g. Ensure village teams have access to appropriate clinical equipment and resources to support the delivery of care to residents and the health and safety of staff h. Undertake agreed assigned portfolios to the benefit of the current and future business needs of Summerset 7. Other Any other tasks and duties as required that would reasonably fall within the responsibilities and skills of the role.
Health & Safety	Be a proactive contributor to ensuring the health and safety of our people, our customers, our contractors, and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	• Registered Nurse with a current NZNC practising certificate - minimum of five years' post graduate experience. • Relevant clinical experience that includes the care of older people - aged care sector experience an advantage • Passionate about delivering resident centred care • High degree of clinical expertise and the ability to apply critical thinking skills in the aged residential care setting • A strong passion for continuous quality improvement and application of quality frameworks • Excellent interpersonal and communication skills and a strong team player • A professional nurse leader with a strong commitment to be a positive influence, coach and mentor • In depth understanding of the Ngā Paerewa Health and Disability Services Standards (NZS 8134:2021) and current funding contracts with funding agencies • Proven high level of computer literacy including Excel, Word and PowerPoint • Ability to use the required health and clinical systems within Summerset • The ability to think strategically and articulate concepts and ideas • High level of integrity combined with energy and drive

	• Motivating and engaging leadership style • Able to travel frequently • Bi-cultural awareness and the ability to adhere to the principles of the Treaty of Waitangi • Experience with InterRAI an advantage.
Relationships	• To develop and maintain excellent relationships with a wide range of stakeholders: • Operations team members • Village leaders and managers • Head office staff • Front line staff in villages • External stakeholders within the health system as appropriate • Contracted audit agency for Summerset • Aged care support services including non-government organisations
Dimensions	• No direct reports

Values		
 STRONG ENOUGH TO CARE We treat our residents like family. We do what's right. We respect people as individuals.	 ONE TEAM We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 STRIVE TO BE THE BEST We work hard. We like to win. We're always learning and improving.

