



Position Description

Quality, Risk and Regulatory Compliance Manager (QRCM)



Position Details	
Employee Name	
Position	Quality, Risk and Regulatory Compliance Manager (QRCM)
Main Location(s)	Auckland
Reports to	General Manager – Quality, Risk and Compliance
Direct Reports	None
Key Internal Relationships	Doctors Senior Management Team Nursing Director Laboratory Team Nurse Team Business Support Team Colleagues Counsellors FA Leaders CMG
Key External Relationships	GlobalMark Auditors FA's Certifying Body - HealthCert Reproductive Technology Accreditation Committee (RTAC) Fusion 5 Births, Deaths and Marriages Ministry of Health / Manatū Hauora NPESU for ANZARD reporting Critex for MediTEX support EngagedMD

Our Organisation

Fertility Associates has experienced sustained success and growth within New Zealand as the leading provider of fertility medicine.

Our people and patients are our priority. Having talented, engaged and passionate people demonstrating care, responsiveness and excellence will result in positive patient experiences, and a workplace that we can all be proud of.

Your role is critical in our ability to deliver fertility services that brings hope for our patients, that is world-leading, and enables growth for our people and business.

Position Purpose

The main purpose of your position is to ensure we continuously improve our processes, help managers to manage their risks and achieve certification and compliance requirements

Contribution to our Values

CARE is demonstrated by:

- Ensuring that patients and FA staff are the focus of the QMS
- Celebrating successes
- Helping staff and managers to resolve incidents in a positive restorative manner

RESPONSIVENESS is supported/demonstrated by:

- Quickly acting on gaps and shortfalls

Employee Initials:



Employment Agreement: APPENDIX 2

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- Implementing learnings from findings
- Responding to staff's questions in a positive and timely manner

EXCELLENCE is supported/demonstrated by:

- Leading by example
- Setting a high standard and championing best practice
- Bringing industry best practice to FA



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Key Accountabilities	
Te Tiriti O Waitangi	Expected Outcomes
<ul style="list-style-type: none"> • Supports the pursuit of Māori health gains. • Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity. • Enables Māori self-determination with the ability to exercise authority over their treatment according to Māori philosophies, values and practices including tikanga Māori. • Understands the requirements of Nga Paerewa Standard and advises the business on compliance. 	<ul style="list-style-type: none"> • Māori and Māori communities can exercise their authority to improve their health and wellbeing. • We have a fair and sustainable system which delivers more equitable outcomes for Māori. • Racism and discrimination in all its forms is addressed. • The inclusion and protection of hauora Māori (Māori philosophy comprising of the physical, mental, family and spiritual dimensions) and mātauranga Māori (Māori knowledge and understanding).
Quality Management System, incident management and document control	Expected Outcomes
<ul style="list-style-type: none"> • Ensure staff are raising and managers responding to Quality reports (QR) including regular review with the Clinic Managers. • RTAC and SAC reporting completed • Maintain and improve FA's QMS and manage the QR system. • Assist managers to ensure risks are mitigated, through policies and procedures, staff training and competency checks. • Oversee document control and timely review by document owners. 	<ul style="list-style-type: none"> • Timely raising and resolution of quality reports. All QRs are aligned to risk and rated and assigned within 48 hours and ideas for investigation or improvement provided. Seen as process for improvement not 'blame'. RTAC and SAC reporting completed on time. QRs closed with appropriate information • The QMS meets FA's needs, is efficient and effective and is industry best practice. Reports are user friendly and informative. FA-Wide improvements are implemented. Clinic Managers are supported and provided with encouragement and information. • Documents are concise and clear and owners are aware of the update schedule.
Audit and HSW	Expected Outcomes
<ul style="list-style-type: none"> • Oversee internal auditing and prepare and co-ordinate the annual plan • Train internal auditors • Oversee the Health, Safety & Wellbeing Committee, HSW Reps, and the HSW activities, send out and manage the H&S inspections and maintain the hazard register. • Coordinate the annual audits with the external Certification Bodies, RTAC, HealthCert, etc 	<ul style="list-style-type: none"> • Auditing is risk-focussed, planned and executed on time. Findings from audits lead to lasting improvements. • FA is a safe place for staff and patients, staff wellbeing is emphasised, near misses and hazards are reported, incidents are investigated with evidence, induction training is completed and KPIs are met and reported to the Board. HSW Meetings are held and minutes are maintained. • The audit runs to plan, departments prepare their required information and FA maintains certifications and practice aligns with the standards.

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<p>Support and Education</p> <ul style="list-style-type: none"> • Deliver staff education, including FA's induction courses for new staff and provide education related to quality, HSW and risk. • Communicate regularly about QRC topics through FA's regular communication channels and by running workshops 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Staff know about and understand the principles of quality, the standards FA meets, the role of FA's quality system. • Staff are kept up to date about risks and improvements. • Quality methods are promoted to investigate incidents, gaps and shortfalls e.g. 5 whys, bow tie etc
<p>Measurement, analysis and reporting</p> <ul style="list-style-type: none"> • Maintain quality-related databases and the integrity of their information • Analyse and report on issues and trends as they arise • Provide monthly reports to the CMG and MDM on quality and risk, covering QRs, internal audits, document control, external audit, HSW • Assist with Board papers related to quality 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • The QR and audit databases are accurate, complete and up to date • Provide good quality analysis and ideas for FA-Wide improvements. • The CMG, MDM and Board are well informed, and able to make good decisions based on sound data and analysis • Develop and report on key metrics
<p>Consents</p> <ul style="list-style-type: none"> • Maintain our paper based and electronic consents, be the SME and answer legal questions on issues that arise • Create e-Consent forms in the system • Help the business process owners to improve their consent process 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Consents cover key risks and are easy for patients and staff to complete • Work with our e-Consent supplier to ensure we follow-up best practice • Run quarterly reports on e-Consent
<p>Continuous Improvement and Project Mgmt</p> <ul style="list-style-type: none"> • Identify opportunities for improvement for the QRC team and for FA and share with the appropriate groups • Provide a perspective on quality and risk for FA improvement projects and initiatives • Run continuous improvement projects and facilitate sessions for process owners to redesign their processes 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Opportunities for improvement are researched, recognised and actioned • Projects are well managed. Quality and risk are considered and addressed whenever FA undertakes a project or initiative. Projects undertake good process design
<p>Regulatory</p> <ul style="list-style-type: none"> • Births involving donors or surrogacy are reported to BDM • Treatment outcomes are reported to ANZARD • Maintain and update process documentation • Run routine error reports and assist clinic managers, nurse TLs and lab TLs to resolve gaps or errors 	<p>Expected Outcomes</p> <ul style="list-style-type: none"> • Reporting is completed in a timely, secure and accurate manner • Write and run reports in MediTEX to identify missing and wrong data so the business can correct these

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<p>Follow FA’s risk and HSW policies and practices</p>	<p>Expected Outcomes</p>
<ul style="list-style-type: none"> • Initiate QRs • Follow H&S policies for personal and patient safety 	<ul style="list-style-type: none"> • Appropriate action is taken and a QR form initiated • Safe practices are followed. Accidents or injuries are reported and recorded
<p>Communication & Teamwork</p>	<p>Expected Outcomes</p>
<ul style="list-style-type: none"> • Works co-operatively and constructively with other team members to achieve objectives. • Builds effective respectful working relationships with key stakeholders. • Goes the extra mile to assist others - proactively helps and supports colleagues. • Communicates directly, honestly and respectfully. • Actively seeks feedback to improve and gives constructive, respectful feedback to others. 	<ul style="list-style-type: none"> • Key stakeholders such as colleagues and patients feel respected, heard, and valued. • Team engagement scores in communication and teamwork measures are high. • Is clearly valued as a member of the team. • Key stakeholders recognise, respect and value how you contribute to the team. • Team performance is high, targets are met, and key measures are on track.
<p>Compliance & Continuous Improvement</p>	<p>Expected Outcomes</p>
<ul style="list-style-type: none"> • Contribute to the continuous improvement of processes/protocols within FA • Follow the company safety policies for personal and patient safety • Seek and use performance feedback to improve own performance • Will bring things to others attention/ raise issues of concern and celebrate one another’s achievements. • Shares knowledge and experience to help others do things better/more efficiently • Raise/report/escalate compliance issues or risks using the appropriate channels. 	<ul style="list-style-type: none"> • Incidents that may impact on the safety, wellbeing, or effectiveness of our people or business are reported in a timely manner. • Incident and quality reporting seen as process for improvement not ‘blame’. • Comfortable asking questions, providing feedback, critique and new ideas. • All allocated training and compliance tasks are completed within given timeframes. • Compliance issues, complaints and corrective actions are identified, resolved, and reduce in frequency.
<p>Initiative, Accountability & Positive Attitude</p>	<p>Expected Outcomes</p>
<ul style="list-style-type: none"> • Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated. • Effectively plans and prioritises work in accordance with company and team goals/plans/objectives. • Well prepared and organized. Is punctual and responsive to the workload of others. • Displays optimism and perseveres in the face of setbacks/hurdles. • Actively sets learning/development goals and drives own learning outcomes. 	<ul style="list-style-type: none"> • Achieves accuracy targets. • Finishes all allocated work efficiently and on time. • Works well without supervision. • Positive feedback from patients and colleagues. • Displays a helpful and courteous manner. • Willingly shares learning. • Collaborates with leadership to create learning/development plans and commits to achieving set goals.
<p>Personal Development</p>	<p>Expected Outcomes</p>
<ul style="list-style-type: none"> • Build personal skills and FA competencies • Be up to date with international best practice in quality and risk through reading, research, and attendance at seminars, workshops, etc 	<ul style="list-style-type: none"> • The Quality, Risk and Regulatory Compliance Manager is the champion of best practice, strong quality networks developed especially in Healthcare.

Employee Initials:



Qualifications / Experience / Skills / Ability	
Formal Qualifications	Bachelor's degree
Experience	<p>Desired level of experience in a similar role:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Entry (0-1 Years) <input checked="" type="checkbox"/> Mid (1-5 Years) <input type="checkbox"/> Senior (5+ Years) <p>Experience in the following is <u>required</u>:</p> <ul style="list-style-type: none"> • 3-5 years in a quality, audit or risk role, or an operational role in the Health sector that has transferable skills <p>Experience in the following is desirable:</p> <ul style="list-style-type: none"> • Previous experience in Quality, Safety and Assurance or Compliance, Health sector
Certifications / Licence Pre-requisites	<ul style="list-style-type: none"> • N/A
Technical / Legislative Knowledge Required	<ul style="list-style-type: none"> • Auditing • Quality Methods and Systems • Risk and Internal Controls • HSW and Privacy legislation • Document control • ISO or Health Cert certifications
Systems / IT Platforms	<p>Standard business tools:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> MS Word (Intermediate) <input checked="" type="checkbox"/> MS Outlook (Intermediate) <input checked="" type="checkbox"/> MS Excel (Intermediate) including Pivot Analysis and Graphs <p>Training can be provided.</p> <p>Other position specific requirements: SharePoint, Power BI, Meditex or experience with Electronic Patient Management Systems</p>
Physicality of the role	<ul style="list-style-type: none"> • Sitting 90% of the day • Computer work 70% of the day
Mental resilience required	<ul style="list-style-type: none"> • Able to relate to people at all levels and across all disciplines in FA • Good follow-up skills, not deterred easily • Able to multi-task and balance competing priorities
Travel	<ul style="list-style-type: none"> • Occasional travel to other FA clinics within New Zealand – ideally driver's licence for visiting Hamilton and Tauranga

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Other

- Proficient in data quality, running IT queries, interpreting and explaining regulations and policies, working through complex regulatory questions
- Proficient in giving presentations, facilitating group discussions, chairing meetings and minute taking

Review & Approval

Last Reviewed by:	GM QRC – S Sherwin	Date:	June 13, 2024
Approved by:	HR	Date:	June 13, 2024

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