

JOB DESCRIPTION

POSITION	Clinical Auditor
BUSINESS UNIT	Clinical Quality
RESPONSIBLE TO	Clinical Governance Manager
LAST UPDATED	February 2022

Our Vision

To be the best little ambulance service in the world.

Our Belief

To be here for you, when it matters to you, because it matters to us.

Our Promise

No decision about me without me

Our Values



JOB PURPOSE

To carry out clinical auditing of individual electronic patient report forms as well as focused auditing of individual subject areas as required. WFA is required by standing order legislation to audit a percentage of frontline cases. The Clinical Quality team is also responsible for monitoring the quality of clinical practice.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service in Greater Wellington and Wairarapa and the only ones in the country who are free. We take more than 150,000 111 calls each year and respond to over 50,000 emergencies and are here 24/7, 365 days a year.

Wellington Free Ambulance is a charity. As an essential health service, we receive around 75% of funding from the Government – but raise over \$7 million dollars each year to keep our services free. As well as emergency paramedic care, we provide patient transfer services; have paramedics who are part of the Life Flight crew and rescue squad, plus operate the 111 communications centre for our region. We also have a team of volunteer event medics who support a range of events across the region.

The community we support is from the Cook Strait to Peka Peka Road (past Waikanae) and across to Mount Bruce in the Wairarapa. There are around 400 staff across the various teams supported by around 90 volunteer event medics.

Business Unit Perspective

The Clinical Quality Department is responsible for clinical quality improvement and service development initiatives impacting core clinical measures. Working across the organisation the clinical quality department plays a key role in the provision of a clinical governance framework to support robust patient safety programmes, and the development of patient pathways, clinical education, and consumer engagement and feedback. Their work also supports ongoing clinical research and the strategic development of initiatives that enable extended models of care, improved Māori health outcomes and clinical delivery improvements. This mahi is underpinned by the principal of talking healthcare to the patient to achieve best outcomes and experiences for patients and employees.

KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
Performing the required 5% of clinical audits as set by the Ministry of Health (MoH)	<ul style="list-style-type: none"> Audit individual ePRFs against the Documentation Standards and Standing Orders Identify: <ul style="list-style-type: none"> ePRFs that do not meet documentation or clinical compliance PRFs that warrant compliments monthly clinical themes unsafe clinical practice issues/concerns or reportable events Complete five audits for every Paramedic in a three-month cycle
Undertake focused audits	<ul style="list-style-type: none"> Produce audit write ups when requested on specific subject areas.
Liaise with the Audit Coordinator and wider Clinical Quality team	<ul style="list-style-type: none"> Any audit related duties in agreement with the audit co-ordinator
Living WFA's values WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we're going and who we're taking with us	<ul style="list-style-type: none"> Be authentic, original, true Mā pango mā whero ka oti te mahi Act with kindness Aroha atu, aroha mai Lead by example Mahia te mahi, hei painga mo te iwi Keep getting better together Whaia e koe te iti kahurangi
Health and Safety Complies with responsibilities under the Health & Safety at Work Act 2015. In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace	All employees are responsible for: <ul style="list-style-type: none"> Working in a safe manner to prevent risk of harm to themselves, others, or the environment. Complying and co-operating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. Participating in incident investigations and taking an active role in rehabilitation following an injury or illness.

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> Alerting managers and health and safety representatives to any observed unsafe behaviours or situations. Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.

RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	Clinical Governance Manager
	Peers:	Clinical Audit Co-ordinator Casual Clinical Auditors
	Direct Reports:	Nil
KEY RELATIONSHIPS	Internal:	Clinical Quality Emergency Ambulance Services
	External:	Nil
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil

CAPABILITY PROFILE

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
Customer Focus	<ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers Gets first-hand customer information and uses it for improvements in products and services Acts with customers in mind Establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	<ul style="list-style-type: none"> Is widely trusted Is seen as a direct, truthful individual Can present the unvarnished truth in an appropriate and helpful manner Keeps confidences Admits mistakes Doesn't misrepresent her/himself for personal gain
Interpersonal Savvy	<ul style="list-style-type: none"> Relates comfortably with people of different levels, functions, cultures and locations Acts with diplomacy and tact Builds rapport in an open, friendly and accepting way

CORE COMPETENCY	KEY BEHAVIOURS
	<ul style="list-style-type: none"> Builds constructive relationships with people both similar and different to self Picks up on interpersonal and group dynamics
Communicates Effectively	<ul style="list-style-type: none"> Is effective in a variety of communication settings: one-to-one, small and large groups or amongst diverse styles and position levels Attentively listens to others Adjusts to fit the audience and the message Provides timely and helpful information to others across the organisation Encourages the open expression of diverse ideas and opinions
Decision Quality	<ul style="list-style-type: none"> Makes sound decisions, even in the absence of complete information Relies on a mixture of analysis, wisdom, experience and judgement when making decisions Considers all relevant factors and uses appropriate decision-making criteria and principles Recognises when a quick 80% solution will suffice
Te Tiriti o Waitangi and Cultural Expertise	<ul style="list-style-type: none"> Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work Applies tikanga in relevant work situations
Cultural Competencies	<ul style="list-style-type: none"> Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. In that regard there is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Minimum of 3 years' experience in the ambulance sector Sound understanding of the principles of clinical audit and reporting Excellent written and oral communication skills Bachelor Health Science (Paramedicine) Experience working as Paramedic 	<ul style="list-style-type: none"> Experience in management of clinical performance Previous experience in audit or research Experience of providing feedback to colleagues and junior staff

Hours of work

16 hours to be worked within normal working hours Monday to Friday. Specific times can be flexible and agreed.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.