



Registry Manager

POSITION DETAILS	
Employment Type	Ambulance Victoria (Management and Administrative Staff) Enterprise Agreement 2020
Division / Department	Quality and Patient Experience / Centre for Research and Evaluation
Reports To	Director Centre for Research and Evaluation
Direct Reports	Yes
Classification	Schedule A
AV Grade	AV5
Functional Stream	Administration / Service Delivery
AV Capability Framework	Tactical Direction / Strategic Delivery
ROLE PURPOSE	
<p>The Registry Manager will oversee two clinical quality registries based at Ambulance Victoria. The Victorian Cardiac Arrest Registry (VACAR) and the Victorian Ambulance STEMI Quality Initiative (VASQI). The Registry Manager will ensure that both registries are current, of high quality and align with relevant ethical and privacy requirements ensuring the production of key reports, KPIs and research projects using registry data. The role will drive innovation in improving outcomes for cardiac patients accessing AV care.</p>	

AV Vision

Providing outstanding emergency healthcare, every time.

Patient Care Commitment

We save and improve lives by providing outstanding care for our patients. Our Patient Care Commitment is our promise to every patient and sits at the heart of everything we do: We strive to provide care that is Caring, Safe, Effective and Connected for every patient, every time.

AV Values

- **Being Respectful:** We treat our colleagues, patients, customers and members of the community with courtesy, respect, dignity and compassion. We share responsibility for creating an environment that demonstrates equality and is free from harassment and discrimination.
- **Working Together:** We are committed to working in a collaborative environment, seeking out the diverse knowledge and experience of others and building effective working relationships to deliver on our mission.
- **Being Accountable:** We trust and empower each other to deliver on our commitments, take ownership for our work and are answerable for our actions.
- **Openly Communicating:** We are committed to open, honest and transparent communication that builds trust and effective relationships, leading to better outcomes.
- **Driving Innovation:** We drive innovation by finding day to day efficiencies and improved ways of working. By using our creativity we identify and drive changes that will allow us to better serve our patients and community.

Key accountabilities



ELEMENT	ACCOUNTABILITIES
OPERATIONAL PERFORMANCE	<ul style="list-style-type: none"> • Prepare and oversee the development of reports to assist in the monitoring of AV performance using registry data, AV data and other relevant sources. • Prepare management reports which clearly articulate the results of data analysis and identify key performance issues • Provide leadership in clinical quality improvement, research, study design and translation of research outcomes • Provide leadership in registry management and reporting • Use data to understand drivers of AV demand in key patient cohorts
QUALITY AND PATIENT EXPERIENCE	<ul style="list-style-type: none"> • Use AV and registry data to drive a quality improvement agenda, which focuses on modifiable predictors of patient outcomes • Construct complex statistical models aimed at understanding drivers of performance and patient outcomes • Use data to provide an understanding of the impacts of AV Clinical Practice Guidelines and other system factors on patient outcomes • Make a significant contribution to the advancement of pre-hospital research at a national and international level • Refine performance benchmarks and clinical KPIs through sourcing of the relevant comparative data from other organisations to assist identification of areas requiring performance improvement • Contribute significantly to strategies aimed at driving improvements in patient outcomes • Identify areas of potential growth and priority in pre-hospital research and apply for associated funding • Ensure that registry platforms, systems and reporting processes are contemporary and efficient • Contribute to the development / implementation and oversight of clinical trials using registry data
COMMUNITY/ STAKEHOLDER ENGAGEMENT	<ul style="list-style-type: none"> • Oversee publicly available annual reports from VACAR and VASQI • Consult with relevant patient cohorts to understand patient perspectives and priorities • Oversee the contribution of data to collaborative registries such as AUS-ROC and EndUCD • Disseminate registry and research findings in high-ranking peer reviewed journals and at relevant conferences / meetings • Create a network of relevant collaborators and establish and maintain key stakeholder partnerships
HEALTH SAFETY AND WELLBEING	<ul style="list-style-type: none"> • Proactively champions safe practice and defines a clear safety direction and focus • Ensures compliance, is aware of safety trends and acts as a strong safety role model
PEOPLE LEADERSHIP	<ul style="list-style-type: none"> • Oversee registry staff and ensure that data is up to date, of high quality and that all registry procedures have been adhered to • Supervise registry staff in a way that facilitates continuous improvement in registry data and processes and encourages open communication between staff • Ensure that staff have appropriate capabilities to perform tasks and are offered development and training when required



- Provide leadership to registry staff and other AV staff regarding cardiac patients, clinical quality registries and research
- Supervise AV staff and postgraduate students using registry data as part of their research
- Look for opportunities for increasing registry capacity through increased staffing, students, partnerships and / or volunteers
- Actively strengthen relationships and partnerships with key stakeholders
- Liaise across all divisions to ensure that all aspects of registry projects are considered

Key selection criteria

QUALIFICATION

- Post graduate tertiary qualifications (PhD or equivalent)

ROLE SPECIFIC REQUIREMENTS

- Working knowledge of clinical quality registries
- Significant experience in staff supervision and in leading a multidisciplinary team
- Demonstrated experience in driving quality improvement using data and reporting
- Knowledge of contemporary registry platforms and reporting tools
- Demonstrated record of achievement in research
- Highly developed quantitative analysis skills and experience in manipulation of large databases
- Well-honed written communication skills to ensure clear, concise and accurate preparation of reports and papers
- Verbal communication skills to enable concise and clear interaction with a broad range of people at all levels internally and externally
- Able to take a leadership role and to work both independently and collaboratively as part of a multidisciplinary team
- Required to possess a current Victorian Driver Licence

Important information



- AV is an Equal Employment Opportunity (EEO) employer. All employees must understand, support and adhere to the principles covered in the Professional Conduct policy (POL/PAC/002) and the Recruitment and Selection policy (POL/PAC/028).
- AV provides a professional working environment that recognises the importance of flexible work arrangements and work/life balance.
- Applicants must be an Australian Citizen, Permanent Resident, or hold a valid work permit or visa.
- The preferred candidate will be required to undergo security checks such as police record.
- The successful candidate will be employed pursuant to Ambulance Victoria Policies and Procedures along with the relevant Industrial Agreement.
- AV is a state-wide organisation and provides a state-wide service to the community. The successful candidate will be willing to travel throughout Metropolitan Melbourne and Regional Victoria as required.
- The position description is indicative of the initial expectation of the role and subject to changes to organisational goals and priorities, activities or focus of the job.
- Recipients of Victorian Private Sector (VPS) departure packages should note that re-employment restrictions apply.
- By applying for this position within Ambulance Victoria (AV), you agree to undertake an assessment of any Secondary Employment or outside interests, in line with AV's Secondary Employment procedure



(PRO/PAC/078). This is required to ensure there is no perceived or actual conflict of interest for AV should you be successful and commence in the new role.

Privacy notification

Ambulance Victoria requires declarations and personal information relevant to your employment. The collection and handling of the information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

AUTHORISATION	
	
Executive Director Quality & Patient Experience Date: 10/08/2021	Organisation Design Team Date: 10/08/2021

