

Position Description

Title of position:	Executive Manager Clinical Services		
Department:	Office of Chief Executive		
Salary:	To be negotiated	Classification Code:	To be determined
Award:	Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015		
Position created:	March 2017	Region:	Loddon Mallee

Position details

1. Primary objectives

The Executive Manager Clinical Services (EMCS) role is a solutions oriented and outcome focused role. Incumbents must have the ability to understand the evolving health environment, develop and implement new, innovative and sustainable clinical programs. The EMCS will be proficient in all facets of operational management. This requires a strong skill set that allows executive performance. A focussing on quality system based management and person centered care. Evaluation of current clinical programs, and service improvement to maximise client satisfaction improve clinical operational effectiveness, and manage services that achieve business outcomes through effective governance strategies are a key focus of this role.

The EMCS will be proficient in all facets of operational management possessing high written and oral communication skills. The capacity to make sound judgements under pressure, making appropriate recommendations and approvals and effectively negotiating the introduction of them is a key requirement.

The EMCS provides timely, expert advice on sensitive issues, policy, legislation, systems and processes while maintaining and developing key strategic relationships with all stakeholders. The role requires high-level leadership capability and superior management skills that demonstrate an ability to achieve organisational objectives when leading, contributing and collaborating within teams.

Executives at SCHS are responsible for organisational strategy, governance, service delivery and a range of other initiatives. They are expected to liaise with internal and external departments and agencies. Executives are to ensure our organisation's reputation is high, service opportunities are contestable, and service delivery is relevant, effective, and provides value for money for the community. At the forefront of our service is a focus to meet the needs of the people of the communities in which we operate.

2. Selection Criteria

Mandatory:

1. Qualifications
 - Qualifications in healthcare.
 - Post-graduate qualifications in a relevant field
2. Demonstrated ability to provide vision, leadership and innovation.
 - Extensive knowledge of current trends affecting the health arena in Victoria and/or Australia
 - Extensive senior level management experience in a complex health environment
3. Shapes strategic thinking
 - Develop strategic and operational plan, providing clinical advice and support to staff, business areas and senior executive team.
 - Demonstrated ability to effectively manage major change programs whilst operating within an environment of significant funding and service delivery changes
 - Analysis of organisational data to drive financial outcomes and improve service delivery
4. Achieves results
 - Reviews own work in order to achieve continuous improvement
 - Builds and monitors effective policies and procedures within areas of responsibility
 - Identifies positive opportunities to develop capabilities

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5. Demonstrated experience in clinical governance, including the effective management of clinical risk management and client safety strategies particularly in service provision.
 6. Cultivates productive working relationships
 - Works with the business areas and Office of the CEO to improve general skills and knowledge for managing sensitive issues and developing finance initiatives and budgets.
 - Strengthens internal and external stakeholder management and engagement
 - knowledge of contemporary human resource management practices, including a demonstrated ability to lead, coach and collaborate with others at all levels of the organisation
 7. Exemplifies personal drive and integrity
 - Displays initiative, optimism, and resilience, engages with risk and shows personal courage
 8. Communicates with influence
 - Highly developed verbal and written communication skills
 - Actively adapt style and approach for effective communication
 - Negotiate persuasively with a range of internal and external stakeholders
- Preferred:*
9. Executive experience within a social and/or community based health service

3. Specific accountabilities

1. Provide strategic and operational technical advice and support to SCHS staff, senior management and Board on future service delivery.
2. Provide a proactive approach to operational change in response to major service reform at both a State and Federal level.
3. Strategically plan, implement, manage, review and evaluate complex programs, projects and initiatives with a focus on achieving outcomes and leading continuous improvement and change.
4. Provide quality, person centred services to people ensuring that services are well planned, effective in meeting needs and provided at the best possible level of quality
5. Undertake strategic and operational business planning activities to ensure cost efficient services are promoted.
6. Take overall responsibility for SCHS's functions in compliance with relevant corporate, clinical and risk legislation, regulations, statutory obligations and standards.
7. Take responsibility for SCHS's clinical service operations and clinical risk management functions in compliance with relevant legislation, regulations, statutory obligations and care standards.
8. Analyse organisational data to drive financial outcomes and improve service delivery
9. Lead, manage, monitor, review and evaluate team and individual performance providing regular feedback.
10. Develop, coach and mentor staff to build a high performing team with a commitment to shared goals.
11. Participate in corporate learning and development activities.
12. Establish and maintain key strategic internal and external stakeholder relationships through periods of change, resolving conflicts and managing sensitivities
13. Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices
14. Implementing consistent processes and procedures that are responsive to both individual requirements and government changes across all areas of operation. This includes customer engagement, budget development and operation, management of staff and physical resources and interaction with funding providers.
15. Ensure the business is an efficient and financially sustainable service, delivering value to customers and maintaining reasonable levels of financial performance to ensure the ongoing viability of the service.
16. Work with the Service Leadership team on operational planning process and provide oversight on service governance (corporate, service delivery and clinical responsibility.)
17. Ensure that all services are adequately resourced and responsive to the needs of clients and their families and employ sound service support practices.

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4. Maintain general health service requirements by:

- Working cooperatively, constantly respecting and supporting fellow staff and developing positive channels of communication and sharing duties as required.
- Leading and participating in team initiatives, including regular staff meetings in order to assist in the facilitation of effective communication.
- Contributing to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organization.
- Participating in staff appraisal/professional development review process at least annually.
- Participating in the quality and safety system by assisting with monitoring and evaluating activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer care services.
- Maintaining a high level of and, demonstrating an awareness of infection control standards special precautions as applicable to the role.
- Assisting in promoting the organisation as a health service, integrating health promotion into all activities of the service, and creating alliances with other settings, consumers and the community with the aim of achieving healthy gains for the community.
- Adhere to Sunraysia Community Health Services' 'Code of Conduct' for employees.
- Completing online QUIT Brief Intervention training and integrating smoking cessation into service provision.

The details of the position may be adapted to changing organisational requirements as determined by service-wide planning processes and or directives stipulated by the funding source.

5. Conditions of employment

- Must pass and maintain a suitable pre-employment Police Check. Employment may be terminated as a result of details disclosed in a Police Check report. Incumbent must provide SCHS with evidence of currency on a 3 year basis and as required.
- All appointments likely to be engaged in child-related work are subject to the provision of a satisfactory Working with Children Check. Employment may be terminated as a result of details disclosed in a Working with Children Check report.
- All positions are subject to a probationary period of three months. Ongoing employment will be subject to successful performance during this time.
- Maintain professional registration, licenses, provider numbers and insurance certificate of currency, if relevant. Incumbent must provide SCHS with evidence of currency on an annual basis and as required.
- Adhere to SCHS policies and procedures and utilise resources provided (eg SCHS motor vehicles).
- Ensure client and staff confidentiality is maintained at all times.
- Possess a valid driver's license as you may be required to travel between and / or work from any SCHS site.
- Some out of hours work will be required from time to time, but will be managed in a manner that ensures work / life balance.
- Maintain a smoke free working environment.
- National Immunisation Program: this position falls within the healthcare worker risk category *D*. (Refer to the SCHS staff immunisation procedure IC 001 PRO for further information).
- Undertake annual competency based training including SCHS annual update, OH&S, fire and emergency, manual handling and hand hygiene.
- Discharge the duties and obligations of the role in a professional and competent manner.

Position description approval

The details contained in this position description are an accurate statement of the responsibilities, competencies and other requirements of the above named position.

Signature _____ Date _____
 Chief Executive Officer

As the incumbent, I have read and understand the statement of responsibilities, competencies and other requirements as detailed in this document.

Signature _____ Date _____
 Incumbent

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