

# Position Description

## Director of Clinical Services



1. POSITION IDENTIFICATION			
<b>Title</b>	Director of Clinical Services	<b>Classification and Code</b>	Dependant on experience
<b>Agreement/Award</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 and subsequent agreements		
<b>Reporting To:</b>	Chief Executive	<b>Date Effective:</b>	May 2018
<b>Hours:</b>	Full Time 38hrs per week	<b>Date Last Updated:</b>	May 2018

2. PURPOSE OF POSITION
<p>The position has been established to work with the Chief Executive to provide clinical leadership and support for the organisation within a broad based integrated health service model. Corryong Health is a Multi-purpose Service and is directly funded under the Commonwealth and State, to provide a range of primary health and acute/residential client support services.</p> <p>The position is highly diverse and challenging with responsibility for:</p> <ul style="list-style-type: none"> <li>• Operating under UMHCS Vision Statement. <b>“Together, Strengthening the Health of Our Community”</b></li> <li>• Coordination of service planning and development</li> <li>• Project management</li> <li>• Timely quality reporting</li> <li>• Executive Management</li> </ul>

3. WORKING RELATIONSHIPS
<p>The DCS is subject to the direction of the Chief Executive in controlling and managing service planning and client services and supporting the agency corporate service planning process. This role is also key in insuring the seamless service of My Aged Care and NDIS at Corryong Health</p> <p>This role is a part of the Corryong Health Executive Team and has close links with NE Small Rural Health Service Clinical Governance with AWH, Alpine Health, Beechworth Health and Tallangatta Health.</p>

4. BRIEF SUMMARY OF ACCOUNTABILITIES AND RESPONSIBILITIES
<p>The DCS is accountable for managing the Acute, Aged Care and Community Services, to ensure the safe delivery of quality care to patients, residents and clients who are attended by Corryong Health. This includes professional and operational responsibility for the Nursing Division inclusive of the Nurse Unit Manager, Urgent Care Centre (UCC), Acute Ward, Day Procedure Unit, Education, Infection Control, After Hours Coordinators and Residential Aged Care .</p> <p>Simultaneously the DCS will work closely with the Director of Medical Services, GPs and other Visiting Medical Staff, the Chief Pharmacist (AWH) and the Health Information Manager.</p> <p>The DCS will also be responsible for managing and supporting all Primary Health /Community Services providers both internal and external providers.</p>

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### 5. NATIONAL SAFETY QUALITY HEALTH STANDARDS

Safety and quality is central to the delivery of health care at Corryong Health, and the National Safety and Healthcare Standards (NSQHS) and considerations about safety and quality are embedded in the way staff delivers care. Corryong Health supports the Australian Ministers set of Australian Safety and Quality Goals for Health Care (The Goals).

These goals are:

- **Safety of Care:** That people receive health care without experiencing preventable harm
- **Appropriateness of Care:** That people receive appropriate, evidence-based care
- **Partnering with consumers:** That there are effective partnerships between consumers and healthcare providers and organisations at levels of healthcare provision, planning and evaluation.

ACCOUNTABILITIES AND RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
<b>Corporate</b>	<b>KPI 1</b>
<ul style="list-style-type: none"> <li>• Actively involved in the planning, needs, assessment, development and implementation of the Corporate Plan/ Service as relevant to position</li> <li>• Participation in BOM sub committees and Corryong Health committees as relevant</li> </ul>	Lead the Client Services Team in relation to management and coordination. Goals, Objectives and activities met in 2018-2022 Service Plan/ Corporate plan as relevant to position. Champion and lead by example our Vision "Together Strengthening the Health of our Community"
<b>Service Area</b>	<b>KPI 2</b>
<ul style="list-style-type: none"> <li>• Active in shaping services to meet client needs</li> <li>• Works within Scope of Practice and Professional Guidelines</li> <li>• Demonstrates improvement/ impact in health outcomes</li> <li>• Works in a collaborative manner with a wide range of stakeholders</li> <li>• Is client centred in approach</li> <li>• Up to date with current research, best practice and standards</li> </ul>	Services rendered are best practice, client centred and multidisciplinary. Ensuring that all direct reports work within their scope of practice. Ensure that clinical orientation is based on the assessed needs of clinical staff to carry out best practice client centred care. Promote the development and ongoing review of standards of care, policies and procedures for the safe delivery of all clinical patient, resident and client services. Stimulate innovative approaches to clinical, community care.
<b>Governance</b>	<b>KPI 3</b>
<ul style="list-style-type: none"> <li>• Compliant with relevant legislation, Standards, Regulations, Policies and Procedures</li> <li>• Able to demonstrate statistical and reporting frameworks to improve care</li> <li>• Well-developed documentation and record management skills</li> </ul>	Works to ensure that Corryong Health provides safe client care Provide leadership in clinical risk management and clinical governance Monitor and manage financial and activity targets. Develop processes to ensure staff are aware of and comply with all relevant legislative requirements, professional standards and CH P&P

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<p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Works within a risk reduction/ management framework</li> <li>• Constantly innovative and improves the quality of work and outcomes</li> <li>• One quality plan per annum to be completed</li> <li>• Adheres to OHS guidelines</li> <li>• Adheres to NSQHS</li> </ul>	<p><b>KPI 4</b></p> <p>Able to identify and report risks and hazards to improve quality of care and/or services</p> <p>Able to identify how these influence daily practice and ensure that appropriate clinical review activities and processes are undertaken.</p> <p>Monitor, evaluate and improve the standard of clinical care</p> <p>All areas of responsibility meet accreditation standards</p>
<p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• Solid fiscal management</li> <li>• Demonstrates efficient use of resources</li> </ul>	<p><b>KPI 5</b></p> <p>Work with Chief Finance Officer to formulate the client services budget, with the appropriate staffing for stated care needs</p> <p>All teams work within Budget</p> <p>Identify and prioritise capital equipment requirements of the client services area using a system that identifies ongoing replacement equipment needs</p>
<p><b>Environment</b></p> <ul style="list-style-type: none"> <li>• Demonstrates efficient use of recycling and waste management</li> <li>• Actively reduces carbon footprint (e-referrals/ videoconferencing)</li> </ul>	<p><b>KPI 6</b></p> <p>Complies with all Legislative requirements for OHS, Infection Control and Accident Compensation (Work Cover) requirements</p> <p>Ensures that all staff fulfil their obligations in relation to OH&amp;S</p>
<p><b>Social/ Cultural</b></p> <ul style="list-style-type: none"> <li>• Demonstrates good teamwork/ collaboration through respect and support</li> <li>• Uses Corryong Health values and behaviours to promote a positive culture</li> <li>• Demonstrates good communication</li> <li>• Looks after self and others</li> <li>• Corryong Health has an organisational culture that acknowledges, respects and is responsive to diversity in our community for example: CALD, ATSI, LGBTIQ</li> </ul>	<p><b>KPI 7</b></p> <p>Uses Team STEPPS/ Passionate about Excellence Principles</p> <p>Administer and promote sound communication by conducting regular staff meetings and management accountability meetings (MAMs)</p> <p>Ensure staff fulfil their obligation to report hazards and injuries</p> <p>Ensure that all staff use culturally safe and welcoming language for the needs of our community.</p> <p>Ensure all employees are responsible for meaningful consumer participation</p>
<p><b>Professional Development/ Education/ Training</b></p> <ul style="list-style-type: none"> <li>• Attends courses and conference to up skill</li> <li>• Demonstrates willingness to mentor/ educate others</li> <li>• Mandatory trainings completed annually</li> </ul>	<p><b>KPI 8</b></p> <p>Constantly improves skills and knowledge and encourage staff to maintain contemporary practice</p> <p>Ensure all staff complete annual mandatory training</p>
<p><b>Infection Control</b></p> <ul style="list-style-type: none"> <li>• Complies with IC policies and procedures, education and training</li> </ul>	<p><b>KPI 9</b></p> <ul style="list-style-type: none"> <li>• NSQHS Standards are met</li> <li>• Ensure that the highest level possible is attained for staff immunisation</li> <li>• Maintain own health</li> </ul>

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### KEY SELECTION CRITERIA/ WORK RELATED REQUIREMENTS

#### Essential skills:

- KSC1** Current Registration as a Registered Division 1 nurse with the Australian Health Practitioner Regulation Agency (AHPRA). Minimum three (3) years' experience in Health in Service Management.
- KSC2** Relevant tertiary/ post graduate qualifications in Health Service Management.
- KSC3** Contemporary knowledge and experience as a Senior Manager in an integrated Rural Health setting, which includes Primary Health.
- KSC4** Demonstrated knowledge and experience in clinical governance and compliance with the following standards; NSQHS, Home Care, My Aged Care, NDIS, Community Care, and other relevant accreditation bodies.
- KSC5** Proven communication and interpersonal skills, both written & oral and a demonstrated record of successful submission writing.
- KSC6** Demonstrated capacity for excellence in change management. Ability to negotiate the acceptance of new initiatives
- KSC7** Demonstrated capacity for establishing good and effective health service networks.
- KSC8** An in depth understanding of effective client and consumer participation strategies and processes, with a commitment to providing excellent customer service and client centred care.
- KSC9** Demonstrated strategic and operational leadership skills to facilitate development of Strategic/Business plans
- KSC10** Knowledge of and ability to manage human, economic/financial, and physical resource management issues. High level conceptual and analytical skills and ability.
- KSC11** Demonstrates drive, commitment, and resilience, within a framework that highly values personal and staff wellbeing. Ability to work within a sound ethical framework and aligning of organisation values with work practices.

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<b>Staff directly reporting to the position if relevant:</b>	Acute and Residential NUM, Primary Health Services Team Leaders
<b>Extent of Delegated Authority:</b>	As defined in Instrument of Delegation Manual
<b>Locations:</b>	Corryong Health Networking, meetings as required
<b>Allowances and special conditions:</b>	Flexible hours of work, travel may be required
<b>Specialised equipment operated or special licence requirements:</b>	Current Motor Car Licence
<b>Other important dimensions:</b>	Current satisfactory Police and Working with Children Check

Staff Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Department Head Signature: \_\_\_\_\_ Date: \_\_\_\_\_