

**POSITION PROFILE**

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| **POSITION:** | Director Clinical and Aged Care Services |
| **ACCOUNTABLE TO:** | Chief Executive Officer |
| **DEPARTMENT:** | Clinical and Aged Care Services |
| **AWARD CLASSIFICATION:** | Individual Contract of Employment as per the Government Sector Executive Remuneration Panel (GSERP)  |
| **LOCATION:** | The Kilmore and District Hospital |
| **EMPLOYMENT STATUS:** | Full Time; Fixed Term (3 year contract) |
| **DATE:** | April 2018 |

**ORGANISATIONAL BACKGROUND**

The Kilmore and District Hospital (TKDH) incorporating Caladenia Nursing Home and Dianella Village Aged Care Hostel provides acute, subacute, urgent care, residential care and visiting nursing services to the local regional community.

TKDH currently comprises 60 beds/points of care, 30 nursing home and 30 hostel beds. More than 2,600 patients are treated annually, around 320 staff are employed and the annual operating expenditure exceeds $20.5m.

Located in Victoria in the Mitchell Shire and providing services to a population of over 35,000 and growing rapidly. The catchment extends to Broadford and Pyalong in the north, Wallan and Craigieburn in the south, Lancefield and Romsey to the west; and Whittlesea to the east.

**Our Mission**

The Kilmore and District Hospital will provide the community with high quality progressive health care and accommodation.

**Our Values**

We place high value on:

* Recognition of the dignity, integrity and rights of the individual
* Excellence in all aspects of our work
* Staff commitment and support
* Accountability to all stakeholders
* Visibility in the community
* Co-operation with other health care providers

**Our Vision**

The community sees The Kilmore and District Hospital as the preferred provider and facilitator for its whole-of-life health related services.

**POSITION STATEMENT**

The primary role of the Director of Clinical and Aged Care Services is to ensure the highest level of clinical services is provided to patients, clients, care recipients and residents at TKDH. This requires the delivery of evidence based, safe and effective clinical care and support.

The Director of Clinical and Aged Care Services is responsible for the domains of acute, aged and midwifery care. As the most senior nurse in the organisation this role also ensures that clinical leadership is established and espouses TKDH vision and values. This role is accountable for the maintenance of professional standards and professional development of nursing and midwifery staff ensuring best practice guidelines and patient centred care philosophies are followed.

The Director of Clinical and Aged Care Services works in close liaison with clinical nursing and midwifery staff, unit managers, visiting medical officers, non-clinical staff and external service providers in the provision of comprehensive patient care services both on and off campus.

**ORGANISATIONAL OUTCOMES**

* Accreditation requirements for the hospital and aged care facilities are maintained and improved
* Occupational Health and Safety Legislation, Acts and TKDH procedures are met.
* Ongoing quality improvement
* Collaborative, productive and harmonious team environment
* Employee job satisfaction
* High level of productivity is achieved
* Effective external relationships are created and maintained

**ACCOUNTABILITY**

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| **With Whom** | **FOR WHAT** |
| Chief Executive Officer | Leadership of the Nursing and Midwifery Service in line with philosophy, policies and goals of organisationEffective management and coordination of resources |
| Patient/clients and support group | Provision of a person centred and coordinated service |
| Self/colleagues and peers | Professional Standards of Practice |

**COMMUNICATION INTERFACE**

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| **Working With** | **Liaising With** |
| All senior management and Unit Managers | All staff as required |
| Medical Officers | Director of Medical Services |
| Community Agencies | Community Agency staff and Primary Care Partnership |
| Consumers | Patients, clients, care recipients and residents and their families |
| Other health service providers | Key stakeholders and partners |

**PRE-REQUISITES FOR THE POSITION / QUALIFICATIONS**

**Essential**

* Registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency (APHRA) and hold a current practicing certificate
* Post graduate qualification in health administration or equivalent (or working towards)
* Probity and clearance required prior to commencement including current Victorian Driver’s Licence, Police and Working with Children Checks

**Desirable**

* Previous experience at senior management or executive level within the health sector
* Previous experience in a small rural, local or regional health service
* Previous clinical experience in acute (urgent care, medical and/or surgical) or maternity services

**KEY SELECTION CRITERIA:**

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| **KSC1** | Vision, strong leadership, innovative thinking and a commitment to improving the way services are delivered to patients, clients, care recipients and residents |
| **KSC2** | Demonstrated understanding of contemporary nursing and management theory and practice and current professional nursing and midwifery issues with competence in health care management and industrial relations and their translation into practice  |
| **KSC3** | Demonstration of a positive attitude and commitment to the organisation with an understanding of, and ability to integrate, positive organisational behaviours and values |
| **KSC4** | A record of valuing, motivating and developing employees through effective leadership, communication, consultation and development |
| **KSC5** | Able to build rapport and communicate effectively with multi-disciplinary teams and diverse stakeholders, including well developed presentation, negotiation and facilitation skills |
| **KSC6** | Comprehensive understanding of the public health system and hospital operations, priorities, risk management and constraints with demonstrated understanding and knowledge of safety and risk as it pertains to a Small Rural Health Service |
| **KSC7** | Excellent communication (verbal and written) skills including a demonstrated ability to prepare and present briefings and reports using clear and concise language organise information logically and include content appropriate for the purpose |
| **KSC8** | Demonstrated ability in effectively implement quality improvement initiatives, risk management systems, managing projects and leading change within a complex environment |
| **KSC9** | Demonstrated strategic and business planning skills together with advanced analytical capabilities |
| **KSC10** | Commitment to ongoing personal and professional development |

**KEY RESULT AREAS**

The key outcomes for this role will be identified in the incumbent’s performance plan and will align with TKDH Strategic Plan, annual Statement of Priorities and Operational Business Plan.

**KRA1: Leadership and Professional Practice**

*Demonstrates practice within the vision, mission and values of TKDH:*

* Act in accordance with the Code of Conduct, professional code of ethics and legislation affecting nursing and midwifery practice
* Demonstrate a commitment to organisational change
* Accept accountability for own actions and seek guidance when limited by own expertise
* Comply with TKDH policy and procedures.
* Actively foster a positive culture that is team-based and focussed on a ‘whole of organisation’ approach
* Demonstrate the values of TKDH whilst working to fulfil its mission and strategic goals
* Provide high quality, reports, advice and assistance to the Board, Chief Executive and other senior TKDH staff
* Provide leadership, support and expert advice to staff across TKDH in the development, implementation and evaluation of nursing and midwifery professional practice
* Effectively represent TKDH at external forums
* Demonstrate leadership and support to direct reports and evidence that they have received effective appraisal and feedback

**KRA2: Safe and Effective Care**

*Provide responsive, appropriate and effective services to ensure a safe and positive patient experience:*

* Ensure that nurses, midwives and personal carers deliver quality of care and quality of life for patients, clients, care recipients and residents and their families.
* Ensure that nurses, midwives and personal carers practice within their scope of practice and comply with all statutory and hospital regulations
* Is familiar with industrial issues affecting nurses and midwives and participates in negotiations concerning same.
* Oversees professional development of staff to maximise their capabilities and assists managers to develop a positive and productive workplace culture.
* Facilitates staff to understand and embed quality and risk management into their daily practice

**KRA3: Human Resource Management**

*Demonstrates application of knowledge to support quality health care, a competent workforce and a satisfying and safe work environment for all employees*

* Monitor and review nursing and midwifery practice to ensure it is conducted in accordance with statutory legislation, professional nursing standards
* Regularly examine nursing practice in relation to best practice and evidence and implement change as required
* Ensure the requirements of the Australian Health Practitioners Registration Agency are met
* Encourage and provides opportunities for nursing personnel to undertake professional development
* In so far as is reasonably practicable, provides and maintains a working environment that is safe and without risks to health to staff and ensures that they understand their rights and responsibilities in relation to workplace health and safety.
* Promote an organisational culture of continuous improvement and learning that also facilitates open reporting, discussion and treatment of quality, risk and safety issues

# Participate in the annual performance appraisal

* Act to ensure Annual Leave liability complies with health service policy
* Demonstrate an ability to resolve conflict
* Promote and maintain an environment of teamwork and professionalism
* Develop position descriptions, performance guidelines and standards for direct reports, and ensure that each has a current copy
* Mentor and identify staff who demonstrate potential leadership skills for ongoing succession planning

**KRA4: Business Management**

*Contribute to the delivery of the Operational Plan requirements of your department through efficient and effective utilisation of time, resources and equipment*

# Demonstrate an awareness of the financial management framework and budgetary issues for the department

* Work within *Delegations of Authority Framework* consistent with the role
* Ensure that all Clinical and Aged Care Services staff have an appreciation of the budget process and practise appropriate cost containment measures
* Contribute to TKDH service planning and evaluation to ensure future plans and priorities adequately reflect clinical and aged care service imperatives.
* Provide advice to the Board, Executive and other key staff on the implications of major change, risk issues, redesign projects and quality improvement initiatives that may impact on TKDH’s continued ability to deliver on its vision or the provision of services.
* Ensure appropriate communication mechanisms are used across the continuum of care and maintain open and effective channels of communication at all levels.
* Strategically and operationally manage resources and provide advice and support to staff to ensure the effective and efficient planning, implementation and evaluation of systems and programs that support Clinical and Aged Care Services
* Prepare business cases and submissions as required for changes to budget.

**KRA5: Learning Organisation**

*Participate in research and professional development opportunities to promote a culture of learning*

* Lead the nursing and midwifery workforce in education and learning through exposure to research, best practice and publications.
* Build the capacity and capability of the Clinical and Aged Care Services staff in research and evaluation methodologies, conference presentations and publications.
* Maintain currency of knowledge through attendance and participation in relevant courses, conference, seminars and educational opportunities.
* Participate in the review of one’s own professional development annually, with the CEO, identifying key areas for professional and personal growth
* Consolidate and enhance evidence based best practice

**KRA6: Working in Partnership**

*Build and promote relationships that respect our diverse community and colleagues and enhance the patient, client, care recipient and resident experience:*

* Utilise consumer input, develop strategies that promote partnering with consumers, encourage practices that are person-centred and actively engage consumers to participate in the development, implementation and evaluation of initiatives to improve the quality, design, integration and provision of patient services across the care continuum.
* Facilitate effective communication with all levels of staff
* Undertake structured formal and information communication with workgroups within nursing and midwifery
* Maintain a visible presence with staff and volunteers
* Maintain positive relationships within the community and with other local health agencies
* Develop and maintain effective, strategic, working relationships with international, national and state authorities, agencies and organisations involved in nursing and midwifery practice
* Liaise, consult and work collaboratively with internal and external service providers, partners, stakeholders, staff and consumers to achieve service innovations and continuously improve practices.

**KEY PERFORMANCE INDICATORS FOR THIS POSITION**

* To meet the minimum requirements of the position as stated in this Position Profile and as expressly agreed with the CEO
* To meet the objectives as agreed in your Performance Review Plan
* Attendance at a minimum of 10 Board meetings per annum and 80% attendance or more at agreed internal and external meetings
* Meet the objectives in your Continuing Professional Development Plan

**GENERAL RESPONSIBILITIES FOR ALL POSITIONS**

**Human Resources**

* Employees must comply with and demonstrate the Organisational Values
* All employees of TKDH are required to participate in an annual Performance Review and Planning process, ensuring all documentation is provided for the personnel file.
* All employees will undertake a departmental orientation induction program and complete training requirements relevant to the position, including all mandatory training requirements
* On an annual basis complete mandatory training requirements
* TKDH adopts and applies the Victorian State Government Code of Conduct. Each employee has the right to a work environment free from any form of workplace harassment and bullying.

**Administration**

* Be conversant with TKDH policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

**Occupational Health and Safety**

* Each employee has the right to a safe working environment and should advise their Manager of any risk or condition likely to result in accident or injury.
* Ensure that work practices are carried out in such a manner that minimises risks to patients/clients/care recipients/residents, other staff members and visitors
* Are confidently able to complete a VHIMS incident report and report safety issues immediately to their manager/supervisor and/or Safety Representative
* Ensure that infection control guidelines and requirements are known and incorporated into daily work activities
* TKDH is a totally smoke free work place.

**Quality and Safety**

* Demonstrate a commitment to the delivery of quality services
* Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role
* Ensure all TKDH activities are in accordance with the National Safety and Quality Health Service Standards (organisation wide) and the Australian Aged Care Quality Agency Accreditation Standards (Aged Care Services)
* To actively participate in the review and continuous improvement of the quality and safety of clinical care including contribution to external accreditation processes
* To identify and make recommendations on opportunity to improve processes, quality and safe service delivery outcomes on clinical services provided as appropriate
* Be able to identify risks and follow TKDH Risk Management Policy and Procedure
* Have processes to monitor and evaluate the performance of the services provided by the work area

**Authority and Conditions**

* All employees of TKDH must sign a Confidentiality Statement. This is to ensure that employees shall not at any time during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
* All employees of TKDH are required to recognise consumer rights and operate within the Charter of Human Rights
* Operate in accordance with the Delegation of Authority Framework.

**OTHER RELEVANT INFORMATION**

* Appointment is subject to a six month qualifying period from the date of commencement
* Appointment is subject to satisfactory clearance of a current Police and Working with Children Check
* Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
* Management may alter this Position Profile if and when the need arises. Any such changes will be made in consultation with the affected employee(s)
* A Performance Review will occur six (6) months from commencement, then annually taking account of the key roles and responsibilities outlined in this position description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead
* A Salary package and other entitlements will be negotiated with the successful applicant

I have read, understand and agree to comply with the duties and responsibilities of this Position Profile.

I accept the above Terms of Employment.

Employees Name: ..................................................................................................................................

Signature:..................................................................... Date:............................................................. ...

CEO Name: ...............SUE RACE...........................................................................................

Signature:..................................................................... Date:.............................................................