



POSITION DESCRIPTION

POSITION TITLE:	Director Clinical Services
DIVISION/DEPARTMENT:	Clinical Services Division
CLASSIFICATION:	GSERP Contract
INDUSTRIAL AGREEMENT:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 and subsequent agreements
REPORTS TO:	Chief Executive Officer The incumbent has the autonomy to determine matters within the framework of corporate guidelines and budgetary constraints. There will be regular reporting on the results achieved within the areas of responsibility.
PRE-REQUISITES: Essential:	Satisfactory Police Check Current Working with Children Check Division 1 Registered Nurse Tertiary Qualifications in Health Services Management (or working towards same) or relevant management qualifications. Extensive experience at senior level in Management including experience in managing a Nursing Division.
KEY SELECTION CRITERIA:	<ul style="list-style-type: none">• Demonstrated ability to develop strong, effective relationships and partnerships with all staff and external agencies.• Possess the knowledge and experience in the application of a strategic approach to recognise and pursue funding opportunities to develop and extend the clinical services with a person centred focus.• The capability to develop and maintain effective reporting systems for internal and external use to ensure efficient and effective service delivery.• Proven ability to effectively contribute to an Executive Team environment, with experience in quality and risk management.

OUR PURPOSE:

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

OUR VALUES:

Compassion, Empathy, Accountability, Respect and Excellence.

POSITION SUMMARY:

The Director of Clinical Services (DCS) is accountable for managing the Acute and Aged Care Services Division to ensure the delivery of quality care to patients and clients who attend Benalla Health. This includes professional and operational responsibility for the Nursing Division inclusive of the Urgent Care Centre (UCC), Acute ward, Sub acute services, Maternity Services, Theatre / Day Procedure Unit, Education and Research Unit, Infection Control, After Hours Coordinators, Residential Aged Care and Pharmacy Simultaneously the DCS will work closely with the Director of Medical Services and other Medical Staff.

RESPONSIBILITIES:**Executive Functions:**

- Lead the Clinical Services team in relation to management and coordination.
- Provide leadership in clinical risk management and Clinical Governance;
- Attend relevant Board of Management, Sub-Committee and other Committee meetings.
- Advise the Chief Executive of significant and/or relevant issues within the organisation.
- Participate as a member in the organisation's Executive and Leadership teams.
- Undertake other functions as necessary to achieve organisational objectives.
- Champion and lead by example "Our Values" program.

Clinical Functions:

- Ensure that a Person Centred Care system is implemented which places the person at the centre of their own care and considers the needs of the person's carers.
- Establish policies and protocols for the delivery of Person Centred Care which are consistent with the requirements of statutory authorities and regulations.
- Promote the development and ongoing review of standards of care, policies and procedures for the delivery of clinical and other patient services.
- Ensure that systems exist that assign nursing care responsibilities on the basis of each patient's needs and the skills of the nursing staff.
- Stimulate innovative approaches to nursing practice.

Resource Management:

- Establish and utilize management information systems, together with professional judgement, to develop and maintain a staffing

establishment which provides an appropriate number and mix of nursing staff to enable the achievement of stated patient care standards.

- Work with the Director of Finance and Corporate Services to formulate the clinical services budget according to service area requirements and program directions.
- Monitor and manage financial and activity targets, including the establishment of annual theatre targets.
- Develop (in consultation with the Human Resources Manager) criteria for employment, performance, retention and separation of staff within the framework of Acts, Regulations, Bylaws and Policies and Practices of the organisation and the Health Service Agreement.
- Ensure that the clinical orientation program and Education program is provided based on the assessed needs of staff.
- Identify and prioritise the capital equipment requirements of the clinical services area and the development of a system which identifies the ongoing replacement of equipment needs.

Information/Communication:

- Develop a communication structure which allows all service providers to participate constructively in decision making and discussions relating to the delivery and evaluation of clinical services and other service issues while maintaining confidentiality.
- Participate in the planning of new or refurbished services within the organisation affecting clinical services.
- Ensure that staff is involved in decisions relating to the purchase and use of equipment to be used in the delivery of patient care.
- Provide Managers with appropriate information to enable them to make informed decisions on issues within their area of responsibility.
- Provide an interface between the organisation and the Visiting Medical Officers.

Quality and Risk Management Standards are managed to ensure Accreditation Standards are achieved:

- Ensure the Clinical Services team actively contribute to the Quality and Risk Management program.
- Ensure appropriate clinical review activities and processes are undertaken (including Medical, Anaesthetic, UCC and Obstetric Peer Review Flagged Case Forums, and incident reporting). Simultaneously monitor, evaluate and improve the standard of clinical care;
- Maintain active links with industry members to facilitate benchmarking and networking.
- Co-ordinate audits for all services within the Division and correlate data to ensure compliance with all legislative requirements.
- Liaise with and attend appropriate meetings to ensure service delivery is being met by the Division.
- Develop, implement and maintain document recording systems for all areas of service provision and ensure they are maintained and reviewed.
- Develop processes to ensure staffs are aware of and comply with all relevant legislative requirements, professional standards and Benalla Health policies and procedures.

Management of Human Resources within the Division:

- Develop appropriate structures to support person centred service delivery.
- Manage staff performance to achieve Division objectives.
- Ensure the appointment of appropriately qualified and experienced staff.
- Administer and promote sound communication within the Division by conducting regular staff meetings.
- Monitor and manage all leave to ensure balances are within Organisational parameters.
- Develop and coordinate training programs for staff development.
- Ensure all staff participates in mandatory training.

Safe Practice & Environment:

- Ensure standards for infection control and occupational health and safety legislation are adhered to.
- Maintain own health and safety and be responsible for monitoring the health and safety of others in the workplace.
- Follow safe work practices and ensure the use of personal protective equipment by staff.
- Ensure staffs fulfil their obligations to report hazards and injuries.
- Participate in Occupational Health and Safety consultation and training initiatives.
- Consult with OH&S representative on any proposed changes to the workplace and for the purchase of any major items.
- Comply with all state Legislative requirements in respect to Occupational Health and Safety Act 2004 and the Accident Compensation (Work Cover) Act 1992.

Committee Representation:

Represent the Clinical Services Division and provide Executive Sponsorship on appropriate committees, which may include:

- Executive;
- Quality and Risk Committees;
- Leadership meetings;
- Clinical Governance Committee;
- Senior Nurse Management meetings;
- Waste Management meetings;
- Infection Control meetings;
- AMS meetings;
- Medical Staff Group meetings;
- Board Committees and Sub-Committees;
- Local, Regional and State-wide Committees or Working Groups as approved by the Chief Executive.

SAFETY MANAGEMENT SYSTEMS

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures;
- Reporting hazards and injuries;

- Participating in OH&S consultation and training;
- Cooperating with managers and supervisors to ensure that OH&S responsibilities are met by all;
- Not wilfully interfering with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk;
- Consulting with OH&S representative on any proposed changes to the workplace;
- Consulting with representative on major items being purchased;
- Permitting OH&S representatives to attend training;
- Providing facilities and assistance to OH&S representatives to ensure they can perform their function and duties.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline:

<http://bdmh->

[intranet/manuals/OHS%20Responsibilities%20Guideline%20v3%20061011.pdf](http://bdmh-intranet/manuals/OHS%20Responsibilities%20Guideline%20v3%20061011.pdf)

QUALITY & RISK

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

POLICY & PROCEDURES

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on Benalla Health's Intranet site.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2000.

MANDATORY ORGANISATIONAL COMPETENCIES

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling in-service
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service
- Hand Hygiene Training
- Elder Abuse
- Person Centred Care

Refer to the organisations mandatory training policy for full details.

CONSUMER ENGAGEMENT

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

PERFORMANCE REVIEW & DEVELOPMENT

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.

EMPLOYEE'S NAME:

EMPLOYEE'S SIGNATURE: _____

DATE:/...../.....

MANAGER'S NAME:

MANAGER'S SIGNATURE: _____

DATE:/...../.....

CREATED: Human Resources, February 2014

REVISED: November 2015, February 2016, September 2017, October 2017