



Northeast Health Wangaratta
Every patient, Every time



DIRECTOR CLINICAL SERVICES, NURSING & MIDWIFERY



POSITION DESCRIPTION

POSITION TITLE	Director Clinical Services, Nursing & Midwifery
TEAM:	Clinical Services
DIRECTORATE:	Nursing, Clinical Services
REPORTS TO:	Chief Executive Officer
EMPLOYMENT TYPE:	Full Time - Fixed Term up to three years
SALARY GRADE:	Victorian Public Sector GSERP Contract.
DIRECT REPORTS:	Operating Directors of Clinical Services (2) Director of Nursing - Illoura Aged Care Facility Manager Community Nursing Executive Assistant (shared with Deputy CEO)
LIAISES WITH	NHW Executives Board of Directors Senior Nursing Staff Department Heads All Staff
WORK LOCATION:	Northeast Health, Green Street, Wangaratta VIC 3677
DATE PREPARED:	September 2018
APPROVED:	SIGNATURE OF MARGARET BENNETT

CONTEXT

Northeast Health Wangaratta (NHW) is a very busy specialist referral integrated health service of 241 beds and is the major referral facility for the greater part of North East Victoria.

Our Vision is 'To be recognised leaders in Rural Health care'. NHW serves a population of approximately 90,000 and has over 19,000 inpatient episodes and 25,546 Emergency Department attendances a year. These numbers are growing.

We have almost 1400 employees working across a range of clinical and non-clinical business areas with the largest proportion of these employees from the nursing division.

Wangaratta is a short 3 hour drive to Melbourne and is the gateway to the Victorian Alps where you can enjoy walking, camping and winter sports. The nearest regional airport is 60 mins away connecting you to Sydney and Melbourne, with flights daily. A regional train service to Melbourne operates daily.

POSITION PURPOSE

The primary role of the Director of Clinical Services, Nursing and Midwifery is to ensure the highest level of care is provided to patients, clients and residents at Northeast Health Wangaratta.

This entails the delivery of evidence based, best practice models of care, that ensures safe and effective clinical care and support.



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Clinical governance, risk management, service development and continuity form the cornerstone of this important role. As the most senior nurse in the organisation this role also ensures that clinical leadership is established and espouses NHW vision and values.

The role of Director of Clinical Services Nursing & Midwifery requires personal attributes that define robust decision-making, interdisciplinary collaboration with other professional groups in both the clinical and non-clinical arenas, and establishes solid relationships with external stakeholders and government bodies at federal and state levels.

You are someone special, a dynamic individual who has uncompromising values. You are easy to relate to, visionary, authentic, kind and compassionate and can deliver any message in a sensitive way. You can move in and out of operational and strategic matters with ease and your passion for fast pace is evident. You are decisive when you need to be, but can steady the ship in a pace of continual change.

We are on the cusp of great change at NHW and you are arriving at a critical time, one that will enable you to make your mark as we embark on a significant redevelopment of our site.

This role works closely with fellow Executives and members of the Board of Directors in a professional and collegiate framework. You are an integral part of this team.

As a member of a cohesive Executive team, the Director Clinical Services Nursing and Midwifery is required to make positive contributions to organisational change process, restructures, and general business matters pertaining to the organisation as a whole.

PRE REQUISITES

The incumbent is required to have the following pre-requisites in order to be considered for the position:

- Registered Nurse - Division 1 Qualification
- Appropriate post graduate qualifications.
- Current registration with Australian Health Practitioner Regulation Agency (AHPRA) and hold a current practicing certificate
- Significant experience in the successful leadership of clinical services in a complex multi-disciplinary acute care setting.

KEY RESPONSIBILITIES

Clinical Responsibilities

- Provide strategic operational direction and effective resource management of clinical services portfolio (other than Medical Workforce).
- Work closely with the Clinical Executive on broader Clinical Governance matters.
- Ensure the delivery of high quality patient care.
- Ensure contemporary nursing practice that aligns with best practice and national standards.
- Foster a culture of professional leadership and expertise across nursing services.
- Work with partner health services to ensure appropriate service delivery.
- Promote a safe work culture using the principles from transforming care at the bedside and other culture building programs
- Comply with NHW risk management and clinical governance policies and Frameworks.
- Commit to embedding the 'Hardwiring Excellence' program and strategies across the clinical division.
- Ensure maintenance of relevant clinical standards to assist with ongoing Accreditation status.



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- Actively participate in the formulation of policies, practices and procedures to ensure they reflect best practice
 - Utilise consumer feedback to improve service delivery and practices
 - Participate actively in clinical data analysis and ensure improvement actions are undertaken and evaluated where required.

Enhance organisational capability and culture to address the current and future needs of our clients

- Develop and implement policies and practices that promote recruitment and retention of clinical staff.
- Support the Board's clinical governance and liaise closely with and support the Board's governance accordingly.
- Strengthen leadership and management capability and practice at all clinical levels of the organisation,
- Embed our values throughout the organisation, mostly by leading the way and modelling those in your expectations and conversations.
- Increase participation in training and educational development of health service professionals
- Strengthen our role as an educational resource for health service professionals.
- Strengthen relationships with external stakeholders to enhance our ability to meet the needs of our community and ensure business viability
- Lead a customer centred approach across and beyond NHW
- Increase opportunities for clients and stakeholders to participate in decision making
- Promote our service capacity to our key stakeholders

Development of Clinical Workforce

- Strengthen the personal and professional growth of our clinical staff through the development of an innovative, teaching and learning organisation. This work partners closely with the Education & Research Division.
- Participate in the leadership of an Organisational Workforce Plan
- Employ outstanding communication, facilitation, interpersonal, relationship building and stakeholder management skills
- Actively participate in staff recruitment and performance management and reviews to ensure the maintenance of a suitably qualified and credentialed workforce
- Maintain a nursing workforce to meet service needs
- Provide appropriate support and development opportunities for staff, including succession planning and mentoring / preceptorship
- Implement agreed initiatives to improve staff satisfaction and reduce the incidence of unplanned absences in the Division
- Continue to develop 'advanced practice' skills and roles within the Division

Leadership Attributes

- Is energetic and passionate
- Cooperates and works well with others in the pursuit of team goals
- Collaborates and shares information
- Shows consideration, concern and respect for the feelings and ideas of others
- Accommodates and works well with the different working styles of others
- Encourages resolution of conflict within the team
- Perseveres to achieve goals, even in the face of obstacles



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- Copes effectively with setbacks and disappointments
 - Remains calm and in control under pressure
 - Accepts constructive criticism in an objective manner
 - Ensures good working relationships exist with internal and external customers, external health providers, government departments and all stakeholders
 - Establishes and maintains relationships at all levels
 - Promotes harmony and consensus through diplomatic handling of disagreements
 - Builds trust through consistent actions, values and communication
 - Respects the cultural needs of others
 - Communicates effectively

All Employees - Organisational Obligations

- Participates in the development of a safe and healthy workplace.
- Takes reasonable care to ensure their own safety and health and that of others, and abides by their duty of care provided for in the legislation reporting any injury, hazard or illness immediately, where practical to their supervisor.
- Co-operates with management in its fulfilment of its legislative obligations.
- Ensures all procurement that they are responsible for is done in accordance with procurement practices and guidelines.
- Ensure all records, information and documents within their possession are stored in accordance with, and comply with privacy and record keeping guidelines.

Whilst every effort has been made to ensure this document reflects the major elements and responsibilities of this position, it is not designed to be prescriptive in nature.

Employees can therefore expect to undertake other duties in addition to those identified and in accordance with their prescribed operational and work plans.

KEY SELECTION CRITERIA

1. Registration as a Registered Nurse with Australian Health Practitioner Regulation Agency (AHPRA) and hold a current practicing certificate
2. Relevant Post graduate qualifications.
3. Previous experience in a medium to large health service at senior management or executive level with a proven ability to think strategically
4. Extensive knowledge of Victorian public sector health service opportunities, funding and resource framework.
5. Demonstrated strong leadership and people management skills.
6. Demonstrated ability to establish and lead innovative models of care, and provide clinical governance
7. Knowledge and experience with the accreditation process (ACHS Australian Aged Care Quality Agency)



In addition to the above all staff must have and remain current for continued employment the following:

1. Current Class C Driver's Licence.
2. A current National Police Check (renewed every 3 years).
3. A current Working with Children Check (renewed every 5 years)

Upon Appointment:

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

NAME:	
DATE:	
SIGNATURE:	