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| **Position Title:** | **Director Clinical Services** |
| **Department:** | Executive |
| **Reporting to:** | Chief Executive Officer |
| **Classification / Code:** | Registered Nurse Grade 7, DON. ZH4 |
| **Award Coverage:** | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016-2020 |
| **Pay Rate & Hours of Work:** | Full time |

**Vision**We are a vital community link for the people of Beaufort & Skipton.

**Mission**Ensure that all people can access appropriate timely care in their community.

**Values**

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| Excellence_icon (word)_new We deliver person centred care to our patients, residents, community and staff | **Trust_icon (word)** We value trust by demonstrating our integrity, responsibility and competence |
| Teamwork_icon (word) We create strong professional relationships in our teams | **Community_icon (word)** We value inclusiveness and community linkages |
| Respect_icon (word) We show respect for ourselves and others |  |

**Beaufort and Skipton Health Service**

Beaufort and Skipton Health Service is a small rural health service located 30 minutes west of Ballarat. The health service has two campuses located in the towns of Beaufort and Skipton.

The Health Service provides urgent care, primary care, acute inpatient, residential aged care (nursing home and hostel level care), community and bed based Transition Care Program. BSHS operates two Medical Clinics, community health & home based services including district nursing, social support groups, Home Care Packages, bed based respite, day centre, day respite programs, men’s groups, occupational therapy, physiotherapy, social worker, dietitian and Diabetes Education. Other community services include, community health nurse, meals on wheels, community transport and health promotion. Visiting Maternal and Child Health (Skipton campus) and visiting Hearing assessment and management service (Beaufort campus).

Support services including administration, hotel and maintenance services. A private pathology provider is available on the Beaufort campus and a collection service is available at the Skipton campus. General Practitioners provide the medical services with the medical clinics located on both campuses.

1. **Purpose of Position**

The Director of Clinical Services is a Registered Nurse that holds an executive position that is responsible for the professional and strategic leadership and oversight of the operations of the clinical services at Beaufort and Skipton Health Service. The programs of health promotion and infection control are part of the role’s responsibilities.

The Director of Clinical Services is responsible for the clinical leadership of all nursing, allied health, personal care workers, Transition Care program staff, district nursing and lifestyle staff. The role is responsible for human and financial resources and operational management of the acute ward, urgent care centre, aged care facilities, allied health programs, transition care program and district nursing.

1. **Key Responsibilities**

# Quality / Safety & Risk Management

* Provide leadership in the review and implementation of the Clinical Governance Framework.
* Ensure a risk management approach is actioned across areas of responsibility including legislative compliance.
* Monitors and evaluates clinical incident responses in line with BSHS’s clinical incident management system
* Actively identifies processes or services requiring improvement, then manages and supports quality improvement activities for improved patient care
* Deliver a consumer experience strategies across areas of responsibility.
* Provide leadership and ensure compliance with BSHS occupational health and safety policies.
* Provide leadership for relevant accreditation standards ie. Common Care, Aged Care and Australian Commission on Safety and Quality in Healthcare Standards.
* Monitor and report on the overall performance of the clinical program areas and report to the executive, Board of Governance and funding bodies as required

# Teamwork & Communication

* Clear and confidential communication with people at all levels of the organisation and community.
* To work in partnership with the executive team to deliver on the strategic priorities of the organisation.
* Provide contemporary leadership and management to managers to ensure program performance is of the highest standard.
* Works to resolve issues of conflict within the nursing / consumer services team in a professional, respectful manner that reflects BSHS values, policies and code of conduct.
* Develop and maintain local and regional service partnerships and networks to improve service performance and optimise funding and service growth opportunities.

# Customer Service

* Foster a culture of clinical excellence that is based on person centred care.
* Responds in a timely manner to consumer feedback and implement learns from this feedback.
* Maintain confidentiality as expected within the role.

**Administration & Documentation**

* Implements a human resources framework across areas of responsibility which include the identification of opportunities to realise enhanced performance, recruitment and retention of staff and career succession planning.
* Leads and oversees workforce planning, staff development and performance appraisal to provide quality services.
* Develop, implement and monitor business plans and strategies that align with the Statement of Priorities.
* Leads the management of the nursing cost centre budgets, variance reporting and strategies to keep within the allocated budget.
* Prepares and delivers regular reports to the Board of Governance and its committees on clinical governance and safety / quality matters.

# Technical Skills & Application

* Actively investigates and delivers new program and funding opportunities that aligns with BSHS strategic direction / plan.
* Has a sound understanding of funding models and regulatory requirements for all client care services.
* Reviews and implements flexible models of aged care services that meets community needs and government directions.
* Provide leadership in the implementation and review of all relevant accreditation standards and for legislative compliance
* Delegate authority and responsibility to enable staff to have autonomy, flexibility and accountability for decision making.
* Sound understanding of BSHS, information, communication and technology systems.

# Personal & Professional Development

* Provides leadership in the development, implementation and evaluation of an education plan for staff to ensure maintenance of competency and safe practice standards.
* Commitment to ongoing professional development
* Sets high standards of performance for self and others and models professional behaviours that foster a positive, open culture in the workplace.
* Ensure nursing staff are engaged with the annual performance development planning.
* Provide leadership in the development, implementation and evaluation of policies and procedures in line with current best practice.
* Promotes an environment which is conducive to learning and supportive of patients, residents and staff needs.

**BSHS Accountabilities:**

* Compliance with all BSHS Policies and Procedures.
* Adherence to infection control policies and procedures as identified in the Beaufort and Skipton Health Services Infection Control Manuals.
* Participation in the BSHS risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
* At BSHS we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity elements that may include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagements amongst BSHS employees.
* BSHS is committed to a patient/client centred approach in the provision of health care and services, consistent with the BSHS values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues
* You must ensure that the affairs of BSHS, its patients, clients and staff remain strictly confidential and not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of BSHS.

1. **Key Selection Criteria**
2. Comprehensive understanding of rural health service systems including clinical governance, funding models and accreditation processes for aged care, acute, primary and community care.
3. Demonstrated leadership skills and ability to strategically plan for the delivery of Person centred care is provided with excellent risk management, safety and quality services within a team environment
4. Ability to manage resources, including the ability to formulate and direct policies, business planning and financial management, to deliver quality, cost effective care and services
5. Ability to design, develop and implement innovative practice changes to improve performance and to ensure professional and organisational standards are met
6. High level communication and interpersonal skills including the capacity to negotiate and resolve conflict and to work collaboratively within an inter-disciplinary environment
7. Ability to work in partnership for the best outcomes for our community.

**Essential:**

* Registered Nurse with current Australian Health Practitioner Regulation Agency (AHPRA) registration
* Holds a post graduate qualification in Health Management or experience in relevant nursing or management field
* Demonstrated nursing management experience at a senior level

**Desirable:**

* Post graduate qualifications in Management or undertaking Health or Business Administration studies
* Knowledge of issues affecting nursing practice in a rural setting

1. **Other Relevant Information**

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

* Appointment is subject to a satisfactory Staff Immunisation clearance, a satisfactory current Police Record Check and current 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.
* Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of the organisation.
* Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
* An interim performance development and review discussion will occur with your Manager within your probation period from your commencement date and per annum. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

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| **Employee Sign:** |  |
| **Issued:** |  |
| **Reviewed:** |  |