

Position Description

Position Title:	Director of Clinical Services
Executive Manager:	Chief Executive Officer
Department:	Nursing Administration
Cost Centre:	R1002
Employment Conditions:	Nurses (Victorian Health Services) Award 2000 and Nurses & Midwives (Victorian Public Health Sector) (Single Employer Interest) Enterprise Agreement 2016– 2020 and its successors
Code and Classification:	RN G7 Don 51-100 ZH2
Reporting To:	Chief Executive Officer
Direct Reports:	<p>Acute and Subacute Services, Residential Aged Care, Renal Dialysis, Infection Control, and relevant project staff.</p> <p>The DCS is responsible for the professional report for all YDHS nursing staff in these clinical areas</p>
Performance Review	Upon completion of 3 months and annually or as requested thereafter.
Key Selection Criteria:	<ol style="list-style-type: none"> 1. Demonstrated ability to role model YDHS values and behaviours. 2. Strong interpersonal and communication skills, including demonstrable motivation and negotiation skills. 3. Sound knowledge and understanding of contemporary clinical practice in acute, subacute, residential aged care domains. 4. Ability to demonstrate significant achievements in successfully driving change and innovative models of care through leadership and teamwork. 5. Ability to demonstrate a sound understanding of how consumer experiences contribute to quality outcomes and governance. 6. Capacity to lead a dynamic and multidisciplinary team to deliver strategic vision and operational outcomes. 7. Ability to lead the clinical governance framework throughout the organisation 8. Ability to develop, monitor and effectively manage budgets and projects within agreed timelines 9. Post graduate qualifications in Health or related studies and minimum of ten years post graduate experience

Vision

Our vision is for YDHS to be a respected and caring partner in a strong community.

Mission

Our mission is to work with our community and our partners to improve health and wellbeing.

Values

We value:

Integrity: ethical and honest - accountable and professional

Collaboration: interested, informative and listening

Acceptance: inclusive and embracing

Respect: compassionate and caring

Enthusiasm: motivated and passionate

I. C.A.R.E

POSITION PURPOSE

The primary role of the Director of Clinical Services is to ensure that the highest level of care is provided to patients, clients and residents at YDHS. This entails the delivery of evidence based, best practice models of care that are seamless and ensures safe and effective clinical care.

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 YDHS vision and values.

This role works closely with the senior management team and members of the Board of Directors in a professional and collegiate framework. You are an integral part of this team and as such will lead the clinical service planning activity and be responsible for the operational management of the objectives in that plan.

As a member of a cohesive senior management team, the Director Clinical Services is required to make positive contributions to organisational change processes and any general business matters pertaining to the Organisation as a whole.

KEY EFFECTIVENESS AREAS

K.E. 1	DESCRIPTION
<p>Personal & Professional Development</p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal & professional development.</i></p>	<ul style="list-style-type: none"> Continually develop both personally & professionally to meet the changing needs of your position, career & industry. Maintain compliance with mandatory training requirements of YDHS and be actively involved in further training & development linked to the strategic plan. Actively participate in performance management processes annually and as required. Maintain contemporaneous knowledge of the legal requirements that ensure staff maintain their registration obligations under their service stream regulators Act as the executive lead in nominated projects. Educate and monitor direct reports about their budgets and staffing levels Facilitate and influence the environment, which is conducive to innovation and continuous improvement and learning. Develop and coach a clinical service workforce while taking into
K.E. 2	DESCRIPTION
<p>Customer Service</p> <p><i>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.</i></p>	<ul style="list-style-type: none"> Promote best care in customer service, identifying that customers include patients, clients and residents, external service providers, all caregivers employed by the Health Service, and our local community Act in a professional manner at all times and positively promote the Health Service when dealing with internal caregivers & external stakeholders. Treat all clients with respect & equality, whilst being responsive to their needs. Dress and personal presentation to reflect the organisation and/or industry standards and regulations at all times. Recognise and report compliments and complaints by customers. Provide professional and clinical leadership across service areas in the directorate. Develop and influence teamwork through leadership, role modeling and clear communication. Delegate responsibility for defined functions and monitor progress outcomes, using clear directions. Promote and engage in formal and informal partnerships that benefit YDHS and align with the YDHS vision. Promote and support consumer experience, engagement and leadership to identify and support consumer experience initiatives across the organisation. Organisationally provide support through policies and processes to drive the expected levels of customer service in accordance with the Code of Conduct and values.
K.E. 3	DESCRIPTION
<p>Administration & Documentation</p> <p><i>Through the use of the YDHS processes ensure that all administration and documentation requirements are initiated and completed</i></p>	<ul style="list-style-type: none"> Ensure that all documentation and delegated reporting requirements are accurate and completed in a professional and timely manner. Adhere to the Health Services Privacy Policy as it is a condition of employment. Any breach of the rules of privacy/confidentiality relating to the Health Services business, patients or medical records will result in disciplinary action and / or dismissal or a possible fine under the conditions of the Health Services Act (Vic).

<p><i>in a professional and timely manner.</i></p>	<p>appropriate Professional, Legal and accreditation standards and regulations.</p> <ul style="list-style-type: none"> • Report, analyse and recommend actions to a suite of metrics in respect of clinical performance to inform, SMT and Board. • Develop board reports, funding submissions and or acquittals as identified.
K.E. 4	DESCRIPTION
<p>Technical Skills & Application</p> <p><i>Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> • Promote and support the embedding of quality systems, processes and innovation initiatives across the service areas through sound governance processes. • Ensure that caregiver's understand their role, limitations and scope of practice and practice within their established boundaries. • Support the department managers to undertake risk management evaluations and analysis of clinical services within the department. • Support the development of departmental budgets, in conjunction with managers, and develop KPI reporting processes to assist in monitoring performance of clinical departments. • Ensure all funding and program development opportunities are considered and responded to appropriately, in conjunction with department managers. • Act as an advisor to CEO in clinical service areas. • Act as a representative of Yarram & District Health Service and promote the services provided. • Work in collaboration with the DMS to maintain professional VMC relationships • Facilitate maximum integration of all clinical and care services at YDHS to support the one service strategy. • Prepare or delegate submissions when required. • Identify and drive opportunities for new models of care, service development and improvement
K.E 5	DESCRIPTION
<p>Teamwork & Communication</p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of YDHS.</i></p>	<ul style="list-style-type: none"> • Practice according to YDHS vision, values and strategic direction. • Implement systems and processes to collaboratively work across health service to achieve client outcomes and strategic imperatives • Foster effective working relationships within departments and between departments and resolve any conflict in accordance with Health Service procedures and values. • Ensure that all communication is professional, is channeled through the appropriate lines according to this Position Description and YDHS Policies and Procedures. • Support teams across the Health service to achieve the strategic
K.E. 6	DESCRIPTION
<p>Quality / Safety and Risk Management</p> <p><i>Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety and risk management system.</i></p>	<ul style="list-style-type: none"> • Embed quality systems and processes within the organisation clinical departments based on a risk management approach and which achieves all Accreditation Standards. • Caregivers are responsible and accountable for patient safety and the quality of the care they deliver. This responsibility and accountability extends to the appropriate assessment, management and evaluation of risks of all patients the caregiver member care. This responsibility and accountability is directly related to but not inclusive of preventing and controlling hospital acquired infections, the safe administration of medications, the correct identification of

	<p>practices related to blood and blood products, the prevention and management of pressure injuries, the recognition and response to the deteriorating patient, the prevention of fall and harm from falls.</p> <ul style="list-style-type: none"> - Act in accordance with all relevant external legislation & internal YDHS policies and procedures that relate to this position and the organisation. - Participate and contribute in occupational health and safety activities to ensure a safe work environment for all - Minimise exposure to incidents of infection by adhering to YDHS Infection Control policies and procedures. - Cooperate with the Health Services Occupational Health, Safety and Risk policies and participate in appropriate safety education and evaluation activities.
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OTHER POSITION REQUIREMENTS

- Current registration with the Australian Health Practitioners Regulation Agency as a Registered Nurse
- Satisfactory Police Check and Working with Children Check upon commencement and every three years thereafter or as required under legislation.
- Statements included in this position description are intended to reflect in general the duties and responsibilities of the position.
- 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).

Inherent Physical Requirements

Yarram & District Health Service has a duty of care to all caregivers. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

The role may require the following tasks among other things:

<p><u>1 Nursing / Patient Care Role</u></p> <ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general patient handling and clinical nursing duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ handling general and infectious waste, ▪ work at other locations may be required ▪ shift work in most roles 	<p><u>2. Maintenance / Hotel Services / Food Services Caregiver Role</u></p> <ul style="list-style-type: none"> ▪ manual handling (pushing, pulling, lifting) ▪ generic maintenance work, working at heights ▪ generic outdoor work ▪ operating machinery ▪ sitting, standing, bending, reaching, holding, lifting ▪ computer work ▪ general clerical, computer and some admin work ▪ use of personal protective equipment and handling ▪ handling general and or infectious waste, ▪ work at other locations may be required ▪ shift work in some roles 	<p><u>3 Clerical / Administration Role</u></p> <ul style="list-style-type: none"> ▪ manual handling (pushing, pulling, lifting) ▪ sitting, standing, bending, reaching, holding, lifting ▪ computer work, data entry ▪ general clerical at varying levels, ▪ use of personal protective equipment ▪ handling general ▪ pushing and pulling trolleys / filing ▪ work at other locations may be required ▪ driving motor vehicles ▪ shift work in some roles
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Approved By: _____ CEO Date: _____

Accepted By: _____ Incumbent Date: _____

_____ Print Name