

POSITION DESCRIPTION

Position:	Acting Director of Clinical Services
Reports To:	Senior Director of Clinical and Community Services
Direct Reports:	<ol style="list-style-type: none"> 1. Nurse Unit Manager 2. Clinical Educators (2) 3. Nurse Practitioner 4. Nurse Practitioner Candidate 5. Executive Assistant to Director of Clinical Services 6. Clinical Administrative Support Officer
Hours of Duty:	Acting Parental Leave coverage – 76 hours per fortnight
Tenure:	Fixed Term
Enterprise Agreement:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024.
Minimum Qualifications:	Bachelor of Nursing
Key Selection Criteria: Essential:	<ol style="list-style-type: none"> 1. Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA) and with a current (non-encumbered) registration; 2. Minimum 3 years management experience in a clinical environment with sound knowledge of current best practice in rural aged, acute and urgent care settings; 3. Possess strategic thinking and critical analysis skills relevant to strategic decision making. 4. Demonstrated high level people management, leadership and advanced communication skills with experience of change management and culture engagement; 5. Experience and knowledge of contemporary models of care; 6. Demonstrated effective interpersonal skills including problem solving, conflict resolution, mentoring and negotiation skills. 7. Experience and confidence to chair designated meetings as well as present to Leadership Team and Board of Directors' on relevant issues and decision requests; 8. Comprehensive knowledge of relevant awards, legislative obligations and health industry developments as they apply to the Health Service; 9. Demonstrated ability in budget planning, monitoring and control, including knowledge of the relevant funding streams and Government policy (both State & Commonwealth);

	<ol style="list-style-type: none"> 10. Demonstrated ability to be lead and manage projects that improve delivery of services through innovative models of care that are aligned to best practice; 11. An advanced understanding and familiarity with NHQHS, CCS and Aged Care accreditation standards and their relationship to the Health Service; 12. Demonstrated knowledge and strong understanding of clinical governance, patient safety and clinical risk management; 13. Demonstrates a commitment to ongoing learning and professional development of self and others; 14. Current Police Check with clearance prior to commencement; 15. Current Australian Driver's License; 16. Current influenza and full COVID-19 immunisation status as per HRH policy.
<p>Desirable:</p>	<ul style="list-style-type: none"> • Post Graduate tertiary qualification in advanced nursing, health administration or business management or working towards same (or commitment to); • Previous experience as a Nurse Unit Manager or higher at a rural health service; • Contemporary knowledge of issues facing rural health services; • Membership of an appropriate professional body; • Advanced Life Support Level 1(ALS)
<p>Key Performance Indicators:</p>	<ul style="list-style-type: none"> • HRH values and expected behaviours are adhered to at all times. • Successful accreditation under the NSQHS Standards, Aged Care Quality Standards and other external quality assessment systems. <p>Statutory (annual ongoing) KPI's for self & responsible staff:</p> <p>Police Checks = 100%</p> <p>Flu & COVID vaccinations in line with Government mandates = 100%</p> <p>Policies are current = 90%</p> <p>Appraisals / Position Description reviews are current = 95%</p> <p>Occupational Health & Safety checks = 100%</p> <p>Financial performance = +/- 2%</p> <p>Mandatory Training / Competencies = 90%</p> <p>Risk Register = nil outstanding progress updates at the end of each quarter</p>

Our Vision

Heywood Rural Health (HRH) is committed to the health and wellbeing of our community.

Our Values

Respect

- We make mutual respect the basis of all interactions.
- We respect diversity and respect the dignity of each person.
- We embrace the differences in people and perceptions.

Responsiveness

- We take actions and opportunities to create results.
- We provide services that are person-centred and focused on outcomes.
- We keep our commitments and promises.

Care

- We care about the people and the community within which we work and live.
- We care about our colleagues and ourselves.
- We support people to develop and build on their strengths.

Integrity

- We uphold our professional ethic at all times.
- We are honest and fulfil our commitments.
- We are accountable for our actions.

PRIMARY OBJECTIVES/KEY PURPOSE OF THE ROLE:

The Director of Clinical Services works collaboratively and reports to the Senior Director of Clinical and Community Services for the provision of optimum levels of care to patients, clients and residents through effective leadership, management of staff and other resources, and the development of co-operative professional relationships across the organisation, regional health sector and the community.

The Director of Clinical Services must have a background of clinical expertise, act as a mentor and role model and facilitate the development of new clinical and administrative skills in all staff placed under their responsibility.

The Director of Clinical Services (DCS) role is a solution orientated and outcome focused role. The incumbent must have the ability to understand the evolving health environment, develop and implement new, innovative and sustainable clinical programs.

The DCS will be proficient in all facets of operational management. This requires a strong skill set that allows executive performance, with a focus on quality system-based management and person-centred care. Evaluation of current clinical programs, and service improvement to maximise client satisfaction, improve clinical operational effectiveness and manage services that achieve business outcomes through effective governance strategies are a key focus of this role.

The DCS will be proficient and possess high written and oral communication skills. The capacity to make sound judgements under pressure, making appropriate recommendations and approvals and effectively negotiating the introduction of them is a key requirement. The DCS provides timely, expert advice on sensitive issues, policy, legislation, systems and processes while maintaining and developing key strategic relationships with all stakeholders. The role requires high-level leadership capability and senior executive management skills that demonstrate an ability to achieve organisational objectives when leading, contributing and collaborating within teams.

This role forms part of the Leadership Team and it is expected that you will work closely with other members of the Leadership Team and with members of the Board of Directors in a professional and collegiate framework.

Leadership Team members at HRH are responsible for organisational strategy, governance, service delivery and a range of other initiatives. They are expected to liaise with internal and external departments and agencies. Members of the Leadership Team are expected to maintain our organisation's high reputation, ensure service opportunities are contestable and service delivery is relevant, effective and provides value for money for the community.

DUTIES AND RESPONSIBILITIES:

Workforce Development

- Ensure HRH has a focused, cohesive, competent and committed clinical workforce;
- Promote an atmosphere of free and open communication and consultation;
- Actively participate in staff recruitment and performance management and reviews to ensure the maintenance of a suitably qualified and credentialed workforce;
- Provide appropriate support for training and development opportunities for staff including succession planning and mentoring / preceptorship;
- Provide leadership in shaping the workplace culture and expectations of behaviours thus ensuring that HRH expected behaviours are demonstrated and enacted amongst clinical staff;
- Develop an appropriate response to issues, trends and feedback identified in the Victorian Public Sector Commission annual *People Matter Survey*;
- Effectively manage staff within their respective areas to ensure they maintain the skills and competencies needed to fulfil their roles, resources are adequately and equitably rostered and performance and development is appropriately reviewed.
- Ensure appropriate levels of continuing education and development are promoted and provided within the relevant area(s) of responsibility that meet the capability frameworks that apply to HRH;
- Initiate and lead timely and appropriate staff performance management activities (in line with HRH policies) in circumstances of unacceptable behaviour or poor clinical practice is noted or observed.

Leadership and Management

- Display and consistently role model and support the HRH values by all staff;
- Be an active member of the Leadership Team and work collaboratively with Managers and departments across the organisation;
- Participates as a member of the Board Clinical Governance Committee;
- Develop and present reports to the Board and its committee(s) as and when required;
- Work in conjunction with the Board and the Leadership Team to develop and then implement the organisation's strategic plan;
- Participate in organisational planning and implementation processes to assist in the achievement of organisational objectives derived from the HRH strategic plan;
- Accountable for the achievement of the clinical services operational plan and strategic actions;
- Be responsible for adherence to legislative requirements and HRH policies and guidelines, ensuring effective and appropriate service provision;
- Recognise situational and potential barriers to delivering effective care and develop solution based outcomes in collaboration with the multidisciplinary team;
- Recommend and implement changes in work methods to improve outcomes for quality and

safe care;

- Work collaboratively with external stakeholders important to the success of HRH e.g. Portland District Health, Winda Mara, Ambulance Victoria, Heywood Men's Shed;
- Actively participate in external committees vital to the success of HRH e.g. Public Sector Residential Aged Care Services (PSRACS) Leadership Committee;
- Oversight of clinical education and delegation of duties to staff responsible for providing ongoing education and training;
- Chairs relevant committees including Medication Advisory Committee and participates in other committees including Quality Improvement Committee. Ensuring minutes accurately reflect meeting discussions and agreed actions.
- Undertake duties and responsibilities as a member of the HRH Key Personnel Team in the provision of services as outlined in the Aged Care Code of Conduct.

Quality, Safety and Risk

- Actively engages with the HRH risk management framework through the identification and mitigation of risks within the organisation, including ongoing monitoring and review of the HRH risk register.
- In conjunction with the Quality and Risk Manager, develop and monitor a range of clinical quality and safety performance indicators/audits across the care continuum using a risk management approach;
- Ensure all mandatory clinical indicator data is collected, analysed and reported in accordance with reporting obligations and deadlines set by the State and Commonwealth Governments and other regulators;
- Develop, implement and monitor the Quality Improvement plan as it applies to the area(s) of responsibility in conjunction with the Quality & Risk Manager.
- Participate with the Quality & Risk Manager in the investigation, monitoring and evaluation of incidents, sentinel events and Serious Incident Response Scheme (SIRS) incidents in accordance with HRH policy.
- Ensure HRH attains and maintains applicable accreditation standards and status for both the Acute Hospital/Urgent Care Centre (NSQHS standards) and Residential Aged Care (Aged Care Quality Standards);
- Ensure HRH is providing culturally appropriate, person centred and responsive care;
- Ensure HRH's Infection Prevention and Control strategies are managed appropriately and are communicated throughout the organisation and appropriate committees;
- Develop, monitor and maintain appropriate policies, systems, procedures and guidelines covering all aspects of clinical care;
- Monitor and respond appropriately to consumer feedback/complaints in accordance with legislated and HRH policy timeframes;
- Utilise consumer feedback to improve service delivery and practices as well as ensuring consumers are used in the design and evaluation of clinical programs;
- Monitor and implement clinical risk mitigation strategies;
- Ensure appropriate governance systems are in place for all clinical services.

Financial Management

- Develop and manage budget within areas of responsibility that enables the organisation to achieve its agreed Statement of Priority targets with the Department of Health, legal and funding obligations together with any other organisational operational and strategic goals;
- Ensure cost-effective procurement and allocation of material and human resources that ensures HRH provides quality and safe clinical care;
- Understand and abide by Health Share Victoria – HRH procurement policies and guidelines for

the procurement of goods and services e.g. ensuring value for money, social procurement etc.;

- Support Nurse Unit Manager to effectively manage budgets through vigorous scrutiny and adjustment of daily staffing and supply costs.
- Participates in the development and submission of requests for funding relevant to the areas of responsibility.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The Director of Clinical Services reports directly to the Senior Director of Clinical and Community Services.. The Extent of Authority of the role is contained within the HRH Instrument of Delegation.

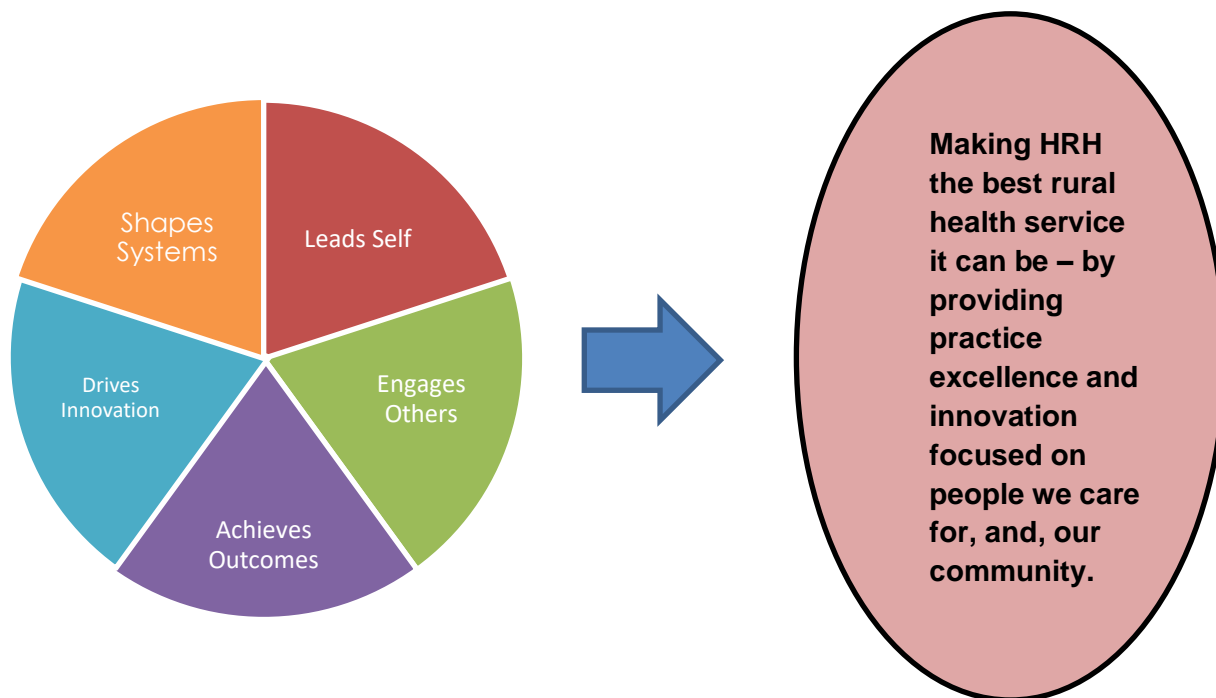
JUDGEMENT AND DECISION-MAKING:

The Director of Clinical Services must be able to analyse and create a large array of information, use critical thinking and decision making skills to deliver effective day to day patient/resident care and solve complex problems that occur in health care delivery.

PROFESSIONAL LEADERSHIP:

- Participate in the positive promotion of Heywood Rural Health.
- Be involved in health promotion activities by participating in health education of the client and community.
- Role model the HRH leadership capability framework by:
 - Leading Self;
 - Engaging others;
 - Achieving outcomes;
 - Driving innovation; and
 - Shaping Systems.

[HRH Leadership Capability Framework \(LEADS\)](#)



Position Requirements

N.B. Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this role and are not to be interpreted as being all-inclusive. Duties and responsibilities may be reviewed according to service requirements.

Position Requirements	Tick Box Below
A current National Police Check must be provided prior to commencement at HRH.	✓
Evidence of Professional Registration (if required)	✓
Allocated responsibility for OH&S matters within the department – for Managers	✓
Assigned responsibility for ensuring any legislative and policy changes are communicated to relevant staff – for Managers	✓
Current Advance Life Support (ALS) Certificate Required (For RN's only)	✓
Evidence of Professional Qualification (if required)	NA
Valid Victorian Driver's Licence (if required)	✓
Valid Trade Licence (if required)	✓
Compliance with HRH Workforce Immunisation requirements; in particular you must have received a current influenza vaccination and both COVID-19 vaccinations, before you can commence your employment.	✓
Satisfactory Working with Children Check (if required)	✓
Undertake Pre-Employment Check as per HRH policy (This is mandatory prior to commencement and when required during employment)	✓
Typical Work Schedule (As specified in relevant staff Roster)	✓
<ol style="list-style-type: none"> Monday to Friday 0800 – 1630 (or as otherwise agreed) After-hours work will be required in this position, including being available for Board meetings and workshops together with Board Committee meetings e.g. Clinical Governance Committee. Participation in the Leadership "Executive on-call" roster arrangements is required, including but not limited to responding to significant clinical incidents. 	

JOB DEMANDS CHECKLIST

Heywood Rural Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and you are not placed in an environment or given tasks that would result in risks to your safety or others.

Frequency Definitions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive move for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			✓		
Standing	Remain standing to perform tasks			✓		
Walking	Periods of walking required to perform tasks			✓		
Bending	Forward bending from waist to perform tasks		✓			
Kneeling	Remaining in a kneeling position to perform tasks	✓				
Lifting/Carrying	Light lifting and carrying			✓		
	Moderate lifting and carrying	✓				
	Assisted lifting (mechanical, equipment, person assist)	✓				
Working at Heights	Ascending and descending ladders, stools, scaffolding					✓

Pushing / Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment	✓				
Reaching	Arms fully extended forward or raised above shoulder	✓				
Crouching	Adopting a crouching posture to perform tasks	✓				
Foot Movement	Use of leg and/or foot to operate machinery	✓				
Head Postures	Holding head in a position other than neutral (facing forward)	✓				
Fingers/Hand/Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding			✓		
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands			✓		
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus, etc.	✓				

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed, e.g. family violence, emergency or grief situations			✓		
Aggressive / Unpredictable People	Raised voices, yelling, swearing and arguing e.g. drug/alcohol, dementia, mental illness			✓		
Exposure to Distressing Situations	E.g. Child abuse, family violence, delivering bad news, viewing extreme injuries, viewing deceased			✓		
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures		✓			

Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					✓
Noise	Environmental/background noise necessitates people raising their voice to be heard					✓
Biological Hazards	E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE		✓			
Cytotoxic Hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation	Working with radiologic equipment					✓

Other Requirements

REQUIREMENTS	
Code of Conduct	HRH employees are expected to adhere to the values as outlined in the “Code of Conduct for Victorian Public Sector Employees 2015”. Breaches of the Code of Conduct may result in disciplinary action.
Compliance	During the course of your employment at HRH, you must maintain currency of all pre-screening and credentialing/other matters specified in your HRH Contract of Employment.
Confidentiality	You must ensure the affairs of HRH, its patients, residents, clients and staff remain strictly confidential and are not divulged to any third party, for any reason, except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests of HRH. Any breach of confidentiality will be viewed as a serious matter and may be the subject of disciplinary action including termination.
Contract of Employment	Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment. Terms and conditions will apply until by mutual agreement they are altered or replaced in writing.
Cultural Diversity	Recognise and respect cultural diversity within the community and be committed to respecting the individual beliefs, age gender, economic , cultural and linguistic backgrounds of HRH clients and staff
Education	HRH is committed to education. All employees have a responsibility to undertake their own professional development. Mandatory and compulsory training is complied with in accordance with the Mandatory and Required Training Policy and Procedure and Training Matrix as well as other directives as notified throughout the year. Similarly, management has assigned responsibility for ensuring any legislative and policy changes are communicated to you as and when they occur.

Gender Equality	As a HRH employee you will contribute to equal and measurable outcomes for women, men and gender-diverse people. This includes equal representation, status and rights, establishing equal opportunities for all people to contribute to national, political, social and cultural development; and for all to benefit from these results.
Immunisations	Two mandatory vaccinations you must have as a condition of employment are a current influenza and current COVID-19 vaccinations, as well as other immunisations you need to have in order to undertake your particular role. Your ongoing employment is subject to continuous currency of all pre-screening requirements. Any failure to do so will be deemed to be in breach of this Contract.
Infection Control	It is your responsibility to comply with the Infection Control policies and practices of HRH. You will also be expected to participate in infection control education yearly.
Information Technology	You will need to be aware of the need to be familiar with and able to access and use the technology systems e.g. computer, intranet, email, telephone, photocopier, facsimile machines, Data Projector. You may/will also need to become familiar with the programs used by HRH e.g. Electronic patient records –TRAK, Riskman, Platinum 5.
OH&S	<p>You are required to comply with all HRH OH&S policies and procedures, and if you hold a managerial position you are also responsible for keeping your staff up to date with any changes, as they occur, to policies and procedures that effect or have the potential to effect the safe working environment of your staff and others.</p> <p>You are to take reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of an employee in the workplace. You are to:</p> <ul style="list-style-type: none"> ▪ Follow safe work practices and use personal protective equipment as required; ▪ Participate in OH&S consultation and OH&S training initiatives; ▪ Report as soon as practicable, unsafe equipment, work practices or conditions (Occupational Health and Safety Act, clause 25) ▪ Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences; assist with any investigations and the identification of corrective actions; ▪ Co-Operate with managers and supervisors so they can meet their OH&S responsibilities; ▪ Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk; and ▪ Perform only those tasks for which you have received appropriate training and instruction.
Performance Appraisal	Your manager is responsible for conducting your performance Appraisal at 30 days, 5 months and thereafter, annually.

Pre-Employment	Pre-Employment Medical Questionnaire includes evidence of immunisations. In relation to immunisations, two mandatory vaccinations you must have as a condition of employment are a current influenza and current COVID-19 vaccinations, as well as other immunisations you need to have in order to undertake your particular role. Your ongoing employment is subject to continuous currency of all pre-screening requirements. Any failure to do so will be deemed to be in breach of this Contract.
Police Check	Your appointment is subject to a satisfactory police records check. As this process can take several weeks prior to the commencement of shifts, you may supply a statutory declaration indicating you have no conviction for murder, sexual assault or assault resulting in imprisonment. These convictions will automatically preclude you from working in HRH.
Probation period	A three months' probation period will apply.
Privacy and Confidentiality	Employment is subject to your compliance with the <i>Health Records Act</i> . This Act requires compliance with Principles related to privacy regarding data collection (including photos), usage and security.
Quality and Safety	<p>HRH is committed to providing Safe, High Quality Care across all services. Expectations on staff to support this include:</p> <ul style="list-style-type: none"> • Demonstrate a commitment to best practice; • Take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care; • Ensure all Health Service activities are in accordance with the National Safety and Quality Healthcare Standards (Organisation-Wide) – 2nd Edition, the Home Care Common Standards (Primary and Community Health) and the Aged Care Accreditation Standards – July 2019; • Actively participate in the HRH Safety and Quality Program. All staff will contribute to quality improvement activities aimed at improving patient/resident/client outcomes and maintaining accreditation standards; and • Be actively involved in processes to monitor and evaluate the performance of the services provided by the work area. <p>Under the new dimensions of care, all HRH staff are expected to provide care and services that are:</p> <ul style="list-style-type: none"> ▪ Personal; ▪ Safe; ▪ Effective; and ▪ Connected. <p>N.B. It is the responsibility of every staff member to be familiar with HRH Service-Wide and specific Departmental Policies & Procedures.</p>
Smoke Free Campus Policy	Smoking is prohibited throughout all buildings and vehicles controlled by HRH. This policy applies to staff, patients, residents, clients, volunteers, visitors, contractors and others.
Staff Development	You are required to attend an Orientation Day prior to commencement of employment and participate in the Professional Development Program.

Termination of Employment	Four weeks (or as per Enterprise Agreement) written notice of termination of employment to be provided to their Department Manager.
----------------------------------	---

As the incumbent of this position:

- i. I acknowledge I have received a copy of this Position Description, and have read and understand the requirements of this role. I agree to work in accordance with this Position Description;
- ii. I confirm I have read the Job Demands Checklist detailed in this Position Description, understand its content, and agree to work in accordance with the requirements of this Checklist;
- iii. I also understand this Position Description forms part of my Contract of Employment with HRH; and
- iv. I am aware management has assigned responsibility for ensuring any legislative and policy changes are communicated to me as and when they occur.

APPROVALS	Name	Signature	Date
Divisional Head:			
Department Head:			
Employee:			

Please forward signed copy to:
 People & Culture Department erin.wilson@heywoodruralhealth.vic.gov.au