

POSITION DESCRIPTION



Position Title	Director of Clinical Services
Position Number	N5731
Department	Executive Services
Classification	Contract
Agreement	Health Executive Employment and Remuneration (HEER) Policy
Reports to:	Chief Executive

Position Purpose:

The Director of Clinical Services has a key leadership role in the management of East Grampians Health Service. The position leads the Clinical Services directorate and implements the strategic objectives set by the Chief Executive.

The Director of Clinical Services is accountable for the effective leadership and management of clinical services comprising: Acute Hospital Services including Inpatient Unit, Pharmacy, Oncology, Maternity and Urgent Care Centre, Perioperative Services including day services such as Dialysis, Residential Aged Care (81 beds across - 70 Lowe Street, Garden View Court, Willaura Aged Care), Medical Imaging Radiology and Sonography, Pathology and Health Information across the Ararat and Willaura campuses.

Department / Unit Specific Overview

Acute Hospital Services including the Urgent Care Centre (UCC), Inpatient Unit (IPU), Oncology and Pharmacy

Acute Services has a 29-bed inpatient unit offering a wide range of clinical services located at the main Ararat campus.

The inpatient unit accommodates medical, surgical, paediatric, perioperative, midwifery and palliative care patients. Developing health service partnerships, EGHS aims to service the health care needs of patients within the community as well as neighbouring towns.

EGHS offers a 24-hour Urgent Care Centre (UCC) which is supported by Ararat Medical Centre and EGHS Medical Services.

Other acute services provided include oncology and pharmacy.

Perioperative Services including Dialysis (Ararat):

EGHS' Perioperative department offers a wide range of services to meet the needs of the local community and the surrounding region. The perioperative services include two operating theatres, day procedure unit – 6 bays, central sterile supply department, recovery room – 4 bays. The renal dialysis suite in Ararat includes 7 chairs. EGHS offer a range of surgical procedures performed by our resident and visiting surgeons, these include; general surgery, gynaecology, ophthalmology, orthopaedics, urology, dental, Ear Nose and Throat and caesarean section.

Medical Imaging (Ararat):

The medical Imaging department is located at the main site in Ararat. It supports EGHS clinical services by



offering imaging to both EGHS patients and residents; and the community. Our department includes; x-ray, CT, dexta scan, ultrasound and OPG.

Health information Services (HIS):

The Health Information Services is located at the main site in Ararat. HIS manage the health information of our patients and assist in providing mandatory reports to the Department of Health and Human Services. HIS keeps its health records current to better inform quality improvement initiatives EGHS.

Willaura Health Care:

Willaura Health Care is a 20 bed facility which is part of East Grampians Health Service located 37 kms south of Ararat consisting of 8 Acute and 12 Aged Care beds. Willaura meets the stringent health standards and is fully accredited by the Australian Council of Health Care Standards and Aged Care Standards and Accreditation Agency. Willaura is well supported by medical services, community health including visiting allied health and district nursing-based services in Ararat.

Residential Aged Care

70 Lowe Street and Garden View Court Hostel:

East Grampians Health Service oversee the operation of four residential aged care facilities with a total of 81 beds. 70 Lowe Street is a 45 bed residential aged care facility and Garden View Court Hostel is a 24 bed residential aged care facility located in Ararat. Our aged care services focus on the individual, their family, friends and community. Individualised care is assured by identifying the Residents' personal preferences and interest in all areas across the social and clinical spectrum. We have adopted the Montessori environment approach to provide purpose and stimulation through everyday activities. This approach supports our residents to live their lives to the fullest and make the most of the services we have to offer.

Our Values



Integrity

We value integrity, honesty and respect in all relationships



Excellence

We value excellence as the appropriate standard for all services and practices



Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



Learning Culture

We strive to continually lead and develop through education, training, mentoring and by teaching others.

Organisational Context

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute hospital, residential, home and community services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

Our Vision

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.



Our Purpose

To meet people's health needs through leadership, strong partnerships and wise use of resources.

Strategic Actions

See [Strategic Plan 2023 – 2027](#).

Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
 - [Victorian Public Sector - Code of Conduct](#)
 - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
 - [Hand Hygiene - SOPP 70.18](#)
 - [Occupational Health and Safety - SOPP 72.09](#)
 - [Person Centred Care - SOPP 60.20](#)
 - [Safety - SOPP 72.13](#)
 - [Performance Development policy - SOPP 35.27](#)
 - [Risk Management - SOPP 74.01](#)
 - [Child Safe – SOPP 57.24](#)
- Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
- Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
- Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

Responsibilities and Major Activities

- Enhance clinical capability and culture to meet the service's current and future needs.



- Provide a safe and healthy workplace for delivery of all clinical services.
- Monitor and comply with the relevant legislation, Government policy and industry codes.
- Ensure clinical workforce meets with service delivery and improves continuously.
- Maintain and strengthen clinical service's financial capacity to deliver quality services.
- Safeguard the assets and operate to protect the natural environment in which clinical service operates.
- Strengthen relationships with external stakeholders, neighbouring health services, and expert clinicians to enhance clinical service's capability to meet the needs of the community by ensuring the viability and sustainability of its programs and activities.
- Participate and chair internal and external meetings as required including EGHS Leadership and Health Service Partnership meetings
- Participate and contribute to key decision making processes at an executive level
- Plan and develop high quality proposals for enhancement and development of clinical services
- Develop/maintain strong professional relationships with external and internal stakeholders including Department of Health, Visiting Medical Officers, Ararat Medical Centre and staff
- Monitoring and review of performance, care and finances in relation to services provided
- Understand and ensure departmental managers comply with all EGHS policies relevant to their work area
- Responsible for collaboration with the Development and Improvement Division for the management of accreditation programs and processes
- Maintain continuous external accreditation of all services.
- Facilitate, enhance and support the professional growth and development of staff within EGHS
- Ensuring currency of EGHS policies and standards are accessible and reflect best practice. Maintain currency of knowledge and expertise in relevant courses, conferences, seminars and educational opportunities
- Develop short, medium and long term capital, resource and service delivery development plans and direction
- Demonstrate a focus on quality service delivery for residents and patients and participate in the development of innovative and improved models of care

Key Performance Indicators

Key performance measures are how you demonstrate meeting the responsibilities of the position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of appointment and then reviewed on an annual basis.

- Demonstrates practice within the Vision, Mission and Values of EGHS.
- Demonstrates leadership and application of knowledge to operate within the agreed budget for the Department and facility and the organisation's Financial Management framework.
- Demonstrates understanding, application of knowledge and implementation of the organisation's clinical governance framework to ensure the provision of high quality health care through continuous improvement.



- Demonstrates commitment to personal and professional development and participate as an active member of a team.
- Demonstrates knowledge and application of skills to ensure the organisation's information management goals are met.
- Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees, consumers and visitors

Key Selection Criteria

- Outstanding leadership qualities
- Demonstrated strategic, conceptual and analytical skills
- Qualified as a Registered Nurse with AHPRA
- In-depth and current knowledge of nursing practice, healthcare issues and management
- Proven record in developing, coordinating and leading teams
- Strong results in a senior management/clinical role in a Rural Health environment
- Experience in supervising and monitoring health service performance
- Extensive understanding of the relevant accreditation standards

Must comply to having or completion of:

- National Police Check (renewed every 3 years)
- Working with Children Check (renewed every 5 years)
- Immunisation requirements (annually)



Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	
Developed By Name	
Developed by Title	

