



POSITION DESCRIPTION

Director of Clinical Services

Position Title	Director of Clinical Services (DCS)
Primary Purpose of the Role / Objective	The Director of Clinical Services has a key leadership role in the management of Heathcote Health Service. The position leads the Clinical/Aged Care/Community Services and implements the strategic objectives set by the Chief Executive Officer (CEO).
Award / Classification	NURSES AND MIDWIVES (VICTORIAN PUBLIC HEALTH SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2024 - 2028
Organisational Context	Heathcote Health is a Small Rural Health Service located in the town of Heathcote and is integral part of a small thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.
Accountabilities and Supervisory Responsibilities	The position is accountable to the Chief Executive Officer (CEO). The Director of Clinical Services is accountable for the effective leadership and management of clinical services comprising: Acute Hospital Services including Inpatient Unit, and Urgent Care Centre, Residential Aged Care, Community Health
Last Updated	April 2026
Authorised By	Jackie Kelly, CEO
Vision	Good health and wellbeing for our local community
Values	
<p>Compassion - Consistently acting with empathy and integrity. We demonstrate compassion by:</p> <ul style="list-style-type: none"> • Genuinely understanding, feeling and identifying with the needs of others • Actively listening to fully understand and genuinely empathise with people's realities • Responding with compassion in service and advocacy for each individual, group and community, and for society as a whole <p>Accountability - Taking responsibility for our decisions and actions. We demonstrate accountability by:</p> <ul style="list-style-type: none"> • Working to clear objectives in a transparent manner • Accepting responsibility for their decisions and actions • Seeking to achieve best use of resources • Submitting themselves to appropriate scrutiny 	

Respect - Respecting the rights, beliefs and choice of every individual

We demonstrate respect for others by:

- Treating them fairly and objectively
- Ensuring freedom from discrimination, harassment and bullying
- Using their views to improve outcomes on an ongoing basis

Excellence - Inspiring and motivation, innovation and achievement.

We demonstrate excellence by:

- Being prepared for change and striving for continuous learning and quality improvements
- Acknowledging and rewarding innovation in practice and outcomes
- Developing and contributing to an environment where every member of the team is the right person for the job and is empowered to perform to the highest possible standard

Working Relationships

Internal

CEO
Board Directors
Board Sub-Committee Members
HH Director of Medical Services
HH Managers/Supervisors
HH Staff
HH Contractors
HH Volunteers
HH Consumers

External

Heathcote Community
Loddon Mallee Local Health Service Network
Other regional and rural health services
Murray Primary Health Network
Bendigo Loddon Primary Care Partnership
Victorian Department of Health & Human Services and other funding bodies
Commonwealth Department of Health
Public and private health agencies
Clinical networks and peak bodies
Tertiary and TAFE educational institutions
Unions and employer associations

Objectives – Key Result Areas

What We Want You Achieve

Key tasks

Strategic and Organisational Alignment

- Leadership – This position will be responsible for ensuring that the Nursing/Aged Care/Community team is equipped to deliver the strategic priorities of the health service by managing, coaching and supporting direct reports.
- Deliver Results – This position will be required to contribute to the health service strategic planning process by planning, setting and monitoring clear clinical targets for the team and ensuring that projects are linked to the priorities of the organisation’s overall strategic plans.
- Safe, effective, person-centred care – This position will partner with consumers and staff to ensure a high standard of evidence based clinical care that incorporates ongoing genuine customer feedback to continuously improve services and deliver patient centred care
- Actively promote Workforce Training and Development across the organisation and building of workforce capabilities for the future.

	<p>Ensures Financial Accountability across the Directorate Lead a Culture of People Management Accountability</p> <ul style="list-style-type: none"> • Analysis and Problem Solving – This position will contribute to all clinical/ non-clinical reporting including qualitative and quantitative analysis as required and within set timelines. • Effective measuring and monitoring of service delivery and agreed targets/goals and timeframes - Management of variances and corrective action when required. • Compliance – This position will comply with all delegated authorities and limits and actively communicate any problems, changes or issues that senior management should be aware of. The position will also be conscious of the quality, risk, OH&S and other legislative requirements there are when implementing systems, processes and practices. • Innovation – This position will demonstrate strong problem-solving skills, including the ability to develop new processes and make improvements to processes and services • Communicate with influence –This position will assist in striving to achieve a high-performance workforce culture through strong leadership, in accordance with our values. It will meaningfully interpret and communicate the organisations strategic direction and assist in creating innovative work practices to assist staff with the change process. • Workforce Management - This position will provide regular supervision, training opportunities, coaching, mentoring and guidance to its direct reports. The incumbent will ensure that professional development plans for direct reports are timely and meaningful and support workforce planning and professional growth. This includes being responsible for addressing issues that negatively impact performance. • Provide mentorship for senior clinical staff and managers - Collaboration, Partnerships and Consumer Engagement Governance Quality and Risk Management specific to the Nursing directorate • Lead and participate in partnerships and collaborative arrangements between health services within the Local Health Service Network, agencies and community organisations to ensure maximum cooperation and service provision. • Disseminate information and consult as appropriate to influence the achievement of organisational objectives. • Collaborate and negotiate with all areas to ensure a coordinated and integrated approach to HH's services.
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	<ul style="list-style-type: none"> • Provide information to the Board of Directors and the other members of the Executive team, at least monthly on the operational and financial performance of relevant clinical / nursing services with the focus being on early identification and advice of negative trends compared to budget and recommended corrective action. <p>The position is accountable/ responsible for:</p> <ul style="list-style-type: none"> ○ Governing the management of nursing, and Workforce Training and Development particularly in relation to credentialing, staff development, workforce planning, resourcing, recruitment and retention, performance management and employee relations. ○ Ensuring appropriate reporting to the Board of Directors, Executive in relation to quality, patient experience, nursing matters. ○ Ensuring the provision of high-quality, person-centred care and service which is responsive to community need ○ Promoting and supporting the implementation of strategies to achieve integrated models of care and systems for services of excellence within Heathcote Health and across the Local Area Health Network. ○ To work in partnership with other Executive team members, managers and staff to ensure appropriate continuity of care and linkages both within and outside HH and contribute to the performance of the Executive as an effective team. ○ Developing and managing budgets and business plans for the nursing division and other health service-wide strategies as required. ○ The financial, operational and strategic performance of the nursing/ Aged Care/Community divisions and each of its services, ensuring they all operate within the approved budget. ○ Ensuring operational risks are identified, documented and actively managed. ○ Acknowledges that s/he may be required to work as assigned, if requested, to meet HH responsibilities in a disaster or emergency situation. ○ Promoting nursing satisfaction and skills, and ensure the most efficient utilisation of resources in the provision of high-quality patient care. ○ Evaluating and maintaining appropriate nursing and policies, procedures and standards. ○ Promoting multidisciplinary quality improvement, research and risk management initiatives aimed at the enhancement of clinical practice.
Team Work & Leadership	The Director of Clinical Services provides strategic leadership and operational management of the Nursing/Aged Care/Community including Workforce Training and Development, and works closely with all colleagues across Heathcote Health, the Board of Directors and external partners to ensure optimal inpatient, outpatient and aged care service delivery to the Heathcote community. Responsible for the development of

	<p>clinical standards of care and metrics to ensure a high quality, safe and responsive consumer experience at Heathcote Health.</p> <p>The DCS fosters collaborative clinical relationships across the organisation to ensure our clinical services are coordinated, fiscally appropriate and prioritised to meet our consumer’s health needs.</p> <p>The DCS is the Executive sponsor and is responsible for effective support for the Board Quality and Safety Committee and Aged Care Advisory Body Committee ensuring the Board of Directors has appropriate and timely information to meet their obligations for organisational governance, monitoring and continuous improvement.</p>
<p>Quality & Safety</p>	<p><u>CORPORATE REQUIREMENTS</u> Governance, Quality and Risk Management, Infection Control, Workplace Behaviours</p> <ul style="list-style-type: none"> • Demonstrates a commitment to continuous quality improvement and achievement of excellence in service delivery. • Oversee the Victorian Health Experience Survey Framework. • Manages Quality, Risk and OHS issues in accordance with appropriate HH policy. • Attends to portfolio requirements as documented. • Actively participates in accreditation programs. • Participates in and supports data collection as requested • Instigates and actively participates in Quality Improvement Activities. • Review and ensure a contemporary HH approach to complaints management. • Takes reasonable care for your own health and safety, and health and safety of others to promote a positive safety workforce culture by contributing to health and safety consultation and communication. • Promptly respond to and report health and safety hazards, incidents and near misses. • Ensure all practice is conducted in accordance with infection control policies, procedures and standards. • Ensure that you engage in behaviour through HH policy and procedures that treats other staff fairly, equitably and not subject to any form of discrimination or harassment. • Demonstrate and abide by HH’s and the Victorian Public Sector Commission (VPSC) Code of Conduct.

	<ul style="list-style-type: none"> • Participate in promoting a safe working environment. • Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers. • Demonstrate an understanding of appropriate behaviours when engaging with children. • Demonstrate an understanding of the Charter of Human Rights.
Infection Prevention and Control	<ul style="list-style-type: none"> • Comply with HH Infection Prevention and Control Policies and Procedures in particular the Hand Hygiene program and Staff Immunisation program. • Attend annual training on Infection Prevention and Control.
Ethics & confidentiality	<ul style="list-style-type: none"> • Treat all patient/client, staff and organisation information as strictly confidential. • Identify and address ethical issues/dilemmas as they arise.
Mandatory Requirements	<ul style="list-style-type: none"> • Hold current AHPRA nursing registration with the Nursing & Midwifery Board of Australia • Satisfactory NDIS Workers Screening Check, Working with Children's Check as well as check against the Aged Care Banning Register • Current Victorian Driver License • Current First Aid certificate (if applicable)
Knowledge Requirements	<ul style="list-style-type: none"> ▪ Post graduate qualifications in Health, management or similar qualifications and experience working within a Health environment. ▪ Demonstrated understanding of contemporary primary, acute and residential aged care service practices in line with current government health policy and future directions; ▪ Demonstrated knowledge of funding and current government policy and direction of Primary Care Services, Residential Aged Care Services, Acute Health Care Services, Commonwealth Home Support Program (CHSP), National Disability Insurance Scheme (NDIS), Support at Home (SAH) Program, and other community based services. ▪ A demonstrated knowledge and understanding of quality systems and accreditation processes for Acute, Residential Aged Care and Community Care services.

<p>Standards to which performance will be assessed</p> <ul style="list-style-type: none"> • Demonstrating organisational philosophy in all activities. • Compliance with organisation policy, procedures and practices. • Compliance with position description and goals set in performance appraisals. • Contribution to the team and organisation. • Management, peer, client and community feedback.

<p>Key Selection Criteria</p> <p>Each Key Selection Criteria (KSC) is to be addressed by the applicant, citing examples of previous work experience in relation to each KSC, demonstrating the applicant's effectiveness as an Administrator.</p> <p>The DCS leads the Nursing/Aged Care/Community directorate in delivering effective, efficient management of nursing resources and the achievement of budget and clinical performance targets.</p>
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The position also requires active membership of the Heathcote Health Executive team and the general organisational leadership responsibilities this entails:

- Developing person centred models of care that meet clinical standards that are contemporary and delivered within budgeted resources so that Heathcote Health can improve overall health outcomes for our community.
- Leading the organisation's response to Regional Partnership Health priorities.
- Effectively using all resource funding streams and developing measuring and monitoring systems to ensure resources are used effectively and reported appropriately to enhance resource allocation across the organisation.
- Continually reviewing clinical services in line with community needs, State/Federal Government priorities and utilising partnership and collaborative relationship opportunities to ensure Heathcote Health maintains safe, effective and viable services.
- Leading, managing, developing and using workforce redesign so that the Nursing/Aged Care/Community has the capacity for multi-skilling across the organisation in the provision of safe, contemporary and innovative services and builds capabilities to meet future requirement
- Management of change in clinical service delivery to build effective, sustainable services that deliver continuous improvements to meeting any changing community needs.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to clients and interact with other customers, including staff of Heathcote Health. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff of Heathcote Health are required to adhere to these principles.

Aligning closely to PCC Heathcote Health has implemented a Montessori approach which focuses on the persons' abilities, capturing their interest and showing respect. It supports people to stay as independent as possible through involvement in meaningful roles and activities.

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

I acknowledge that the Position Description is an indication of the duties and responsibilities and that I may be required to undertake and additional / other duties and responsibilities commensurate with the position.

Where additional training and support is required to fulfill extra or other duties of a similar level of responsibility, it will be provided within the guidelines of the organisation.

The Position Description will be reviewed regularly in consultation with me.

Key Performance Indicators (KPIs) will be set by the immediate supervisor, in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Position Incumbent:

Name: _____

Signature: _____

Date: _____