

POSITION DESCRIPTION

Position	Executive Director of Clinical Services
Division	Executive
Classification	HEER contract
Enterprise Agreement	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 - 2028
Reports To	Chief Executive Officer
Infection Control Risk Category:	C

Approved	Chief Executive Officer	Approval Date	
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PRIMARY OBJECTIVE (or purpose):

The Executive 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 Portland District Health. The role holds professional responsibility for all Nursing staff at the health service.

The Executive Director of Clinical Services is responsible for the clinical leadership, human and financial resources and operational management of clinical functions within the organisation, together with the functions of After Hours Coordinators, Perioperative services, South Ward, North Ward, Urgent Care Centre, Access and Intake, Residential Aged Care, Maternal Child Health, Allied Health, Chronic and Complex care, Community Palliative Care, District Nursing, Hospital in the Home, Alcohol and Other Drugs.

Positions that report directly to the Executive Director of Clinical Services are the Deputy Director of Nursing, Midwifery & Aged Care and the Deputy Director of Nursing Primary & Community Care. This role works in strong collaboration with the Executive Director Medical Services who is responsible for medical clinical services.

PORTLAND DISTRICT HEALTH VALUES

Portland District Health is a value-based organisation that aims to attract, develop and retain people with ability, passion and potential within a culture of continuous learning and high performance.

Togetherness	Optimism	Courage
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HOW WE WORK TOGETHER (When PDH Leads)

Compassion	Accountability	Respect	Excellence
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PDH CARE GOALS (Putting Consumers First)

Person-centred	People's values, beliefs and specific needs and circumstances guide the delivery of care and organisational planning.
Safe	Avoidable harm is eliminated.
Effective	The right care is delivered in the right way, at the right time with the right outcomes.
Connected	Staff and consumers work together to achieve shared goals; people experience service and support continuity as they move through the service system.

KEY RESPONSIBILITIES

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

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- 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 workforce
- Ensure clinical staff are engaged with the annual performance and 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

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 learnings 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 Nursing & Midwifery 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 clinical cost centre budgets, variance reporting and strategies to keep within the allocated budget
- Prepares and delivers regular reports to the Board and sub-committees on clinical governance and safety / quality matters

Technical Skills & Application

- Actively investigates and delivers new program and funding opportunities that aligns with PDH strategic direction / plan
- Has a sound knowledge of funding models and regulatory requirements for all client / patient services
- 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
- Application of health data to continually improve delivery of quality clinical services across PDH
- Sound understanding and utilisation of information, communication and technology systems

Teamwork & Communication

- Work in partnership with the executive team to deliver on the strategic priorities of the organisation
- Provide contemporary leadership and management to ensure program performance is of the highest standard
- Works to resolve issues of conflict within the clinical / consumer services team in a professional, respectful manner that reflects PDH 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.

Quality / Safety & Risk Management

- Oversees all Quality & Safety processes across the Directorate to ensure full compliance with relevant standards

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- Ensure a risk management approach is actioned across the areas of responsibility including legislative compliance
- Monitors and evaluates clinical incident responses in line with PDH's clinical incident management system
- Actively identifies processes or services requiring improvement, then manages and supports quality improvement activities for improved patient care
- Deliver consumer experience strategies across areas of responsibility
- Provide leadership and ensure compliance with PDH occupational health and safety policies
- Provide leadership for clinical policy and procedures along with engendering a culture of continuous quality improvement
- Monitor and report on the overall performance of the clinical program areas and report to the Executive, Board of Directors and funding bodies as required

KEY ACCOUNTABILITIES

Key results Area	Key Activities	Performance Measures
Leadership and team work	• Undertake efficient leadership to ensure the team is equipped to deliver strategic goals of the organisation • Contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the Directorate and ensure that projects are linked to the goals of the organisation's strategic plans • Demonstrate a professional responsibility for work performed by staff placed under your responsibility • Develop and maintain positive working relationships with members of PDH staff • Demonstrate agreed behaviours and communicate effectively whilst engaging with the multidisciplinary team • Role model a professional approach to education, interpersonal relationships, teamwork and communication for department/unit staff	• 100% direct reports complete annual review and development process • Staff satisfaction measures from People Matters Survey • 100% Compliance with mandatory competencies
Professional Development and Scope of Practice	• Demonstrate continual professional development and learning • Shares knowledge willingly • Complete mandatory training and education	• 100% Compliance with annual AHPRA registrations for Nurses & Midwives • 100% Compliance with Nurses & Midwives operating within their Scope of Practice • 100% Compliance with mandatory competencies for Directorate
Quality and Safety	• Contribute to and lead quality improvement activities within the division, in accordance with PDH policies to ensuring a high level of work quality	• Quality activities are logged and progress monitored and reported • Demonstrated use of the incident management system (RiskMan)

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	• Maintain a safe and high quality environment at all times in accordance with PDH policies • Reports all incidents through RiskMan and ensure staff report also • Ensuring staff follow PDH Infection Control policies, procedures and guidelines	
Information Management	• Monitors own day to day performance against operational targets and strategic goals • Displays and promotes correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained. • Abide by the PDH's requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department. • Ensure consumer information is accurate and only released in line with the Health Records Act requirements	• Ensures all information management meets the legislative requirements and organisational standards
Occupational Health and Safety	• Ensure that all appropriate actions are taken to implement OH&S policy and procedures and that legislative requirements are met within the Directorate • Report any incidents or potential hazards in accordance with PDH policies and procedures including effective reporting via RiskMan • Demonstrate a commitment to health and safety in line with PDH's OHS policies, procedures, training requirements and legislative/regulatory requirements, driving a high standard for others to follow • Investigate OHS incidents and hazards involving direct reports and implements controls to reduce future risk • Support the Injury Management and Return to Work process for any direct reports who sustain a work related injury or illness • Know what to do in an emergency relevant to role	• Participation and leadership role team meetings where key OH&S issues are discussed and resolved • Evidence of hazard and incident reporting using RiskMan • Maintains compliance with mandatory OH&S training requirements for both self and team
OTHER DUTIES		
	• Exhibits a commitment to PDH Values including team based above and below behaviours	• PDH values modelled at all times • Demonstrated use of incident management system • Adherence to applicable health care or industry standards

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	• Undertake special projects or reports as reasonably required on a wide range of issues • Practice in accordance with the relevant health care or industry standards • Comply with all relevant PDH policies and procedures • Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness	• Demonstrated completion of mandatory training • Adherence with PDH policy and procedures
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KEY SELECTION CRITERIA – SPECIALIST KNOWLEDGE

QUALIFICATIONS -

ESSENTIAL:

- Relevant Nursing and Midwifery qualification.
- Current AHPRA registration as a Registered Nurse
- Minimum 5 years' experience in a senior nursing management role

EXPERIENCE and/or SPECIALIST KNOWLEDGE -

ESSENTIAL:

- Demonstrated experience in implementing a Change management strategy to lead a team through major change
- Comprehensive understanding of health service systems including clinical governance, funding models and accreditation processes for aged care, acute, primary and community care
- Demonstrated leadership skills and ability to strategically plan to ensure Person-centred care is provided with excellent risk management, safety and quality services within a team environment
- Proven 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
- Ability to design, develop and implement innovative practice changes to improve performance and ensure professional and organisational standards are met
- High level communication and interpersonal skills including the capacity to negotiate and resolve conflict and to work collaboratively within an inter-disciplinary environment
- Track record of working in partnership with internal and external stakeholders for the best outcomes for our community
- Ability to understand and interpret legislation and standards
- Demonstrated ability to be flexible in approach, problem solving and provide succinct feedback

DESIRABLE:

- Previous experience in a similar role
- Post Graduate Qualifications in management (highly desirable)

Other requirements:

- Current NDIS Worker Screening Check or willingness to obtain
- Current evidence of immunisation history and serology results
- Current Drivers Licence

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Portland District Health's discretion and activities may be added, removed or amended at any time.

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JOB DEMANDS CHECKLIST

Portland District Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

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	Remain in a kneeling position to perform tasks	✓				
Lifting/Carrying	Light lifting and carrying	✓				
	Moderate lifting and carrying	✓				
	Assisted lifting (mechanical, equipment, person assist)	✓				
Climbing/Working at heights	Ascending and descending ladders, stools, scaffolding					✓
Pushing/Pulling	Moving objects (eg: trolleys, beds, wheelchairs, diagnostic equipment, cleaning equipment)	✓				
Reaching	Arms fully extended forward or raised above shoulder to perform tasks	✓				
Crouching	Adopting a crouching posture to perform tasks	✓				
Foot movement	Use of leg and/or foot to operate equipment (or machinery)		✓			
Head postures	Holding head in a position other than neutral (facing forward) to perform tasks			✓		
Fingers/Hand/Arm movement	Repetitive movements of fingers, hands and arms (eg: computer keyboard, computer mouse, touch screens)			✓		

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Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Grasping/Fine manipulation	Gripping, holding, clasping with fingers or hands				✓	
Driving	Operating a motor powered vehicle (eg: use of hospital cars to undertake duties, making deliveries, ride on mower, forklift, bus etc.)	✓				

Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Shift work	Rotation of shifts on a rostered basis including day, afternoon or night					✓
Distressed people	Highly emotional people crying, upset, unhappy (eg: emergency or grief situations)		✓			
Aggressive/Unpredictable people	Raised voices, yelling, swearing and arguing (eg: people affected by drugs or alcohol, dementia, mental illness)		✓			
Exposure to distressing situations	(eg: Child abuse, 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 PPE					✓
Noise	Prolonged and frequent periods of background noise levels which necessitates people raising their voices to be heard					✓
Biological hazards	Exposure to body fluids, bacteria, infectious diseases requiring PPE					✓
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation						✓

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Acknowledgement:

I acknowledge that I have received a copy of this position description and understand the requirements of this position. I agree to work in accordance with this position description.

As the incumbent of this position, I confirm I have read the job demands checklist as attached, understand its content, and agree to work in accordance with the requirements of this position.

I accept that the position description as stated above may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

EMPLOYEE NAME:		
EMPLOYEE'S SIGNATURE:		DATE:
MANAGER'S NAME:		
MANAGER'S SIGNATURE:		DATE: