

POSITION DESCRIPTION



Position Title	Director Development and Improvement
Position Number	N5798
Department	Executive Services
Classification	Contract
Agreement	HEER (Health Executive Employment and Remuneration)
Reports to:	Chief Executive

Position Purpose:

The Director Development and Improvement has a key leadership role in the management of East Grampians Health Service (EGHS). The position is responsible to implement the strategic objectives set by the Chief Executive Officer.

The Director Development and Improvement is accountable for the effective leadership and management of organisational governance including clinical governance and accreditation of services, research, education, training, organisation development, quality improvement, risk management, digital transformation, information technology management, occupational health and safety, projects and innovation at East Grampians Health Service

Department / Unit Specific Overview

The Development and Improvement Department supports EGHS by delivering, implementing and monitoring systems and processes that provide the framework for good clinical governance reflecting Victorian Government and community expectations

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, residential, home and community based 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

- Responsible for assisting the Chief Executive in organisational governance including clinical governance and organisational risk.
- Ensure that all patients, residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is safe and of high clinical quality, and that is free from harassment and discrimination.
- Ensure that EGHS maintains accreditations for all clinical services.
- Ensure educational and professional development programs meet EGHS current and future needs.
- Participate and contribute to key decision-making processes at EGHS.
- Develop maintain strong professional relationships with community and professional representatives.
- Understand and support departmental managers to comply with all EGHS policies and procedures
- Demonstrate efficient use of resources for service delivery and participate in the development of innovative concepts
- Chair committees (including but not limited to: OHSW, Comprehensive Care, Sustainability, CAFPP - Corrections, Ambulance, Psychiatry, Prisons and Police, Urgent Care and Ambulance Victoria)
- Manage both the EGHS risk management and EGHS clinical governance frameworks.
- Develop and maintain the EGHS research program.
- Develop and maintain the EGHS cultural safety program for First Nations Peoples
- Coordinate, manage and monitor emergency management procedures and response.
- Manage the diversity and inclusion program
- Assist in the development of the Internal Audit program for EGHS
- Liaise with the Victorian Manager Insurance Authority (VMIA) on hospital insurance matters.
- Ensuring currency of EGHS policies and standards are accessible and reflect best practice
- Lead the EGHS occupational health, safety and wellbeing program
- Facilitation, enhance and support the professional education, growth and development of staff within EGHS
- Ensure the EGHS Board receive timely accurate information pertaining the Directors portfolios and attend Board meetings
- Prepare the documents for Board subcommittees, including the Board Clinical Governance Committee, Finance, Audit, Risk and Capital Development Committee, and the Consumer Consultative Committee
- Maintain currency of knowledge and expertise by attending relevant courses, conferences, seminars and educational opportunities
- Develop short, medium and long term capital, resource and service delivery development plans and direction
- Develop and manage digital transformation of Information and Technology services.

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 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 understanding, application of knowledge and implementation of organisation risk management framework
- Demonstrates commitment to personal and professional development and leads this for the organisation.



- Demonstrates leadership and application of knowledge to operate within the agreed budget for the Department.
- Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees, consumers and visitors

Key Selection Criteria

Essential Criteria:

- Demonstrated extensive leadership and management achievements in a public health service.
- Successfully implemented organisational quality management and accreditation processes.
- Demonstrated ability to lead people with differing areas of expertise and get the best from them.
- Proven understanding of the application of continuous improvement programs and best practice
- An in-depth and current knowledge of clinical practice, healthcare issues and management with a proven record in developing, coordinating and working with teams.
- Demonstrated high level of strategic, conceptual and analytical skills.
- Demonstrated achievement in delivering organisational planning, program development and change management.
- Demonstrated excellent written and oral communication skills, including the ability to influence and negotiate in a sensitive and effective manner.
- Demonstrated knowledge of professional standards meeting ethical and legal requirements
- Post-graduate tertiary qualifications in Health or Business Administration is required

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	

