
POSITION DESCRIPTION

JOB TITLE

Position	Director Clinical Services
Classification	As per multi-site campus classification EDON Group C Health Service
Award	Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Enterprise Agreement 2024-28

GREAT OCEAN ROAD HEALTH

Great Ocean Road Health (GORH) is a rural public health service that has campuses at Lorne and Apollo Bay in South West Victoria. Formed in 2019 through the amalgamation of Lorne Community Hospital and Otway Health, GORH delivers a broad range of health, aged care, and community services to our local residents and visitors.

Our integrated model includes:

- Acute and urgent care services
- Residential aged care and home-based services
- Primary and community health programs
- Allied health and rehabilitation services
- Health promotion, outreach, and chronic disease management

We are part of the Barwon Local Health Service Network, which includes Barwon Health, Colac Area Health and Hesse Rural Health. We work closely with partner organisations ensuring continuity of care and access to specialist services close to home.

VISION & PURPOSE

Vision	A healthier future for our community.
Purpose	To provide Great Health Care to enable people to live purposeful, healthy and engaged lives.

VALUES

Genuine

We are authentic; we do what we say we will do; we are motivated to extend ourselves in everything we do.

Respect

We demonstrate integrity in every interaction, and we value the insights of staff, community members and our partners.

Empathy

We listen to our staff, patient's, resident's and community member needs and help them on their journey to enhanced health and wellbeing.

Accountable

We are accountable for all our actions and decisions; we deliver our strategic priorities in order to fulfil our purpose and best meet our community needs.

Teamwork

We actively seek opportunities to work together in the spirit of collaboration.

POSITION BACKGROUND

The Director of Clinical Services is a member of the Executive Leadership Team responsible for leading the delivery and continual improvement of safe, high-quality, person-centred clinical services across Great Ocean Road Health. The role provides strategic and operational leadership across acute, urgent care and residential aged care services while ensuring robust clinical governance, workforce sustainability, regulatory compliance and achievement of organisational objectives. The position also fulfils the role of Director of Nursing for the Lorne Campus and works collaboratively within the Barwon Local Health Service Network to improve health outcomes for the communities GORH serves.

ROLE SPECIFIC RESPONSIBILITIES & MEASURES

RESPONSIBILITY AREA 1 Organisational Responsibilities

ROLE SPECIFIC TASKS	MEASURES
Organisation Culture - To understand and adopt GORH values in all areas of responsibility with attention to consumer focus, teamwork and community orientation. - GORH strongly supports Equal Opportunity and Access to Services and expects all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, sexual diversity and orientation.	GORH values are demonstrated by the individual and assessed in performance reviews.
Occupational Health and Safety - Proactively take responsibility for your own health and safety and for the health and safety of anyone else who may be affected by our acts or omissions in the workplace. - Understand and proactively work within Occupational Health and Safety Acts, regulations and codes of practice. - Minimise exposure to incidents of infection/cross-infection of patients, residents, staff, visitors and the general public by adhering to the organisation's Infection Control policies and procedures, including compliance with GORH vaccination program	- Level of compliance as determined through health and safety audits. - Action taken to identify and report unsafe acts or hazards. - Timeliness and effectiveness of corrective action. - Demonstrated use of incident management system. - Completion of required mandatory training and education.
Risk Management Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained.	- Awareness of risk management responsibilities. - Evidence of issues identified and reported.
Management and Control - Ensure all activities are within the approved policies, legal and ethical framework of the organisation. - Understand and take responsibility to work within the delegations of authority.	- Evidenced by relevant audits. - Reviewed in annual performance review.
Safety & Quality - Report incidents on the incident reporting system. - Lead or participate in quality activities in ensuring that opportunities for improvement are actively explored and best practice is achieved. - Understand the quality standards and accreditation requirements relevant to the role and ensure systems and processes are consistent. - Partner with patients, carers and other consumers in activities to improve the safety and quality of care.	- Evidence of incident reporting. - Evidence of initiation of and participation in relevant quality activities. - Adherence to the relevant Standards. - Demonstrated consumer focus of quality activities. - Outcomes of all quality activities are recorded on the Quality Activity Register.

Professional Development ▪ Ensure skills are up to date and in accordance with best practice guidelines. ▪ Keep up to date with changes in Policies and Procedures. ▪ Ensure all mandatory LMS training is undertaken within all required timeframes.	▪ Demonstrated participation in the training/education of less experienced staff, undergraduate students and other professionals. ▪ Evidence of the identification of training and development needs and appropriate action being taken to address gaps in skills and/or knowledge.
Child Safe ▪ Demonstrate an understanding of Child Safe Standards and comply with the Great Ocean Road Health Child Safe – Code of Conduct. ▪ A current Working with Children Check may be required for Great Ocean Road Health Employees	▪ Signed GORH Child Safe Code of Conduct. ▪ Assessed in performance review.
Gender Equality ▪ Consider and promote gender equality principles. ▪ Undertake GIA's (Gender Impact Assessments) on policies, programs and services, as appropriate and required under the Gender Equality Act 2020 ▪ Support team capability building around GIAs and other obligations under the Gender Equality Act 2020.	▪ Contribution to the Gender Impact Assessment Register.
National Criminal History Check & NDIS Worker Screening Check. ▪ A current National Criminal History Check and NDIS Worker Screening is required for Great Ocean Road Health Employees.	▪ Current criminal history check. ▪ Current NDIS Worker Screening check.
Immunisation ▪ Annual Influenza vaccination is a condition of employment in Aged Care facilities.	▪ Evidence of influenza vaccination
General Statement of Duties ▪ Perform the inherent responsibilities of the position and other related duties as directed and assigned to you, having regard to your skills, qualifications, training and experience, to contribute to meeting client and community needs and program requirements.	▪ Assessed in performance review.

RESPONSIBILITY AREA 2
Clinical Practice / Professional Practice

Great Ocean Road Health strives to deliver the highest level of care possible. To enable this to occur, all personnel need to develop and maintain appropriate professional behaviours in all areas of practice. This covers both clinical and non-clinical workplaces and is the physical manifestation of the Great Ocean Road Health values.

CLINICAL

ROLE SPECIFIC TASKS	MEASURES
Lead the delivery of clinical services in acute, aged care and urgent care services, including the day to day clinical operations of Apollo Bay and Lorne campuses	- Clinical leadership is strong and reliable. - Clinical services are maintained to the highest standard. - Optimise patient safety, quality of care, and patient experience, that minimises risk and complies with relevant legislation and care standards
Manage the education and training for all clinical staff to ensure clinical capability is optimised to meet GORH current and future needs.	Education and training is provided to ensure that clinical staff provide safe and effective care.
Oversee the infection prevention program to ensure there is a safe environment for patients and the workforce.	Infection prevention standards are met or exceeded.
Ensure a robust systems approach to clinical safety, quality improvement and risk management is maintained, consistent with the dimensions of quality care, and ensure the achievement of all clinical and accreditation standards relevant to service delivery.	- Clinical Governance systems meet the clinical needs, and all accreditations are achieved. - Alignment with the National Safety and Quality Health Service Standards, Aged Care Quality Standards, NDIS, Diagnostic imaging, and all relevant Victorian Department of Health requirements.
Provide collaborative and innovative leadership that supports continuous improvement of GORH Clinical Governance Framework	Clinical practice, staff capability and patient outcomes are strengthened.
Ensure that clinical nursing placements are delivered providing opportunity to support the development of our future workforce	Ensure that clinical nursing placements are delivered effective and safely.
Ensure sound risk management practices are implemented and monitored throughout the Health Service in accordance with Australian Standards.	- Risk register is maintained, with all relevant risks having a mitigation plan. - Material risks are escalated to CEO and Board

PROFESSIONAL

ROLE SPECIFIC TASKS	MEASURES
Financial management of the budget, as it relates to these responsibilities.	Achieve approved budget.
Executive lead for the Safety Culture Clinical Governance (SCCG) Board Committee and Chair of the Quality Risk and Safety Management Committee.	Ensure both Committee are supported, with relevant, timely and accurate papers and advice.
Member of the Executive Leadership Team (ELT)	Be an active member of the ELT.
Representing the organisation on relevant external committee/working groups and forums, including the Barwon Local Health Service Network (LHSN) and other health sector opportunities.	- Actively participate in opportunities to contribute to advancing GORH and the broader health sector. - Lead relevant LHSN initiatives.

RESPONSIBILITY AREA 3
Information Management (inc Communication & Documentation)

Great Ocean Road Health understands the need for effective communication and rigorous documentation in the delivery of health care. How we manage information within the organisation is crucial for our customers trust, our reputation in the wider community and how they perceive Great Ocean Road Health.

ROLE SPECIFIC TASKS	MEASURES
Ensure there are effective health information systems to optimise management of patient information.	Medical records meet all legislative and quality standards.
Clinical Policies and procedures are documented and reviewed for all responsible areas.	Ensure that relevant policies and procedures are reviewed when required or based on review cycle.
Maintenance of accurate performance, compliance, clinical and risk management records.	Ensure compliance in accordance with organisational policies and procedures, governance and reporting requirements.

RESPONSIBILITY AREA 4
Leadership and Management

Great Ocean Road Health acknowledges that it is our people who make us a truly great organisation and that strong and effective leadership engages unites and motivates staff. Investing in our workforce and providing them with a supportive environment, the necessary skills for them to confidently do their job and a culture where they can excel and feel valued creates a workplace of choice. It is our people who allow us to deliver quality health care to our community.

ROLE SPECIFIC TASKS	MEASURES
Build a culture of trust, accountability and engagement.	- Staff feel empowered and engaged. - Staff contribute positively to continuous improvement. - Positive staff engagement scores.
Develop innovative workforce strategies that support attraction and retention, succession planning, professional development and leadership pathways to ensure a sustainable clinical workforce.	- Workforce is fully recruited, with sufficient staffing to maintain rosters. - Appropriate succession plans are in place.
Conduct annual performance appraisals of staff that directly report to this position and ensure all clinical services staff members have a position description and key performance objectives.	- Completion of annual performance reviews. - Link staff performance with delivery of Strategic Plan and living our values.
Contribute to the execution of the organisational Strategic Plan.	- Deliver on strategic priorities as determined. - Identify emerging clinical, workforce and service opportunities that support long-term sustainability and improved health outcomes.
Ensure clinical services staff participation in the operational planning processes and their commitment to the achievement of GORH's strategic priorities.	Strategic plan goals and actions are completed on time.

ORGANISATION CHART

Reports to	Chief Executive Officer
Direct Reports	Nurse Unit Managers (Lorne) Director of Nursing Apollo Bay Safety and Quality Manager Safety and Quality Coordinator Clinical Projects Manager Clinical Educator

QUALIFICATIONS & EXPERIENCE

Essential

- Registered Nurse with current AHPRA Registration.
- Current Victorian Driver's Licence
- A record of achievement in a senior clinical or nurse management role delivering strategic and operational outcomes in an integrated service model, or across multiple areas of service delivery.
- Proven capacity to lead, motivate and develop dynamic multidisciplinary teams, fostering a culture of collaboration, engagement, accountability, innovation, and high performance
- Comprehensive understanding of health service systems including clinical governance, quality and safety systems, ensuring compliance with legislative, regulatory and accreditation requirements.
- Demonstrated experience in change management, workforce innovation and clinical service redesign.
- Demonstrated ability in performance planning, including budgeting, monitoring and control, including knowledge of relevant funding streams
- Well-developed interpersonal skills, including leadership, communication (both written and verbal) and conflict resolution with a demonstrated ability to manage a diverse team and build productive relationships across all levels of an organisation and with external stakeholders.
- Proven effectiveness in promoting a client-focussed approach to the delivery and management of services.
- A competent level of computer literacy in MS Office programs and familiarity with programs commonly used in healthcare.

Desirable

- Appropriate post-graduate qualifications in a relevant area, including quality and risk management, business management, health administration, aged care, emergency care, or public health.
- Experience in a small rural health service, working with the social model of health, and/or improving care for older people programs in a rural setting.

Compliance Checks

- Meet the Aged Care '*fit and proper person test*' as a responsible person (as defined)
- National Criminal History Check
- Working with Children Check
- NDIS Check
- Mandatory vaccinations

AGREEMENT

Pre-Employment Health Declaration

Prior to any person being appointed to this position, it will be required that they disclose full details of any pre-existing injuries or disease suffered, or existing injuries or disease that a person continues to suffer of which they are aware and could reasonably be expected to foresee and could be affected by the nature of the proposed employment.

Position Description Approved

Great Ocean Road Health
Chief Executive Officer

Date

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.

Employee

Employee Name

Date