

Position Description

DIRECTOR OF CLINICAL SERVICES



Vision: To improve and enrich the health and wellbeing of the Boort community and the surrounding districts

NAME	
REPORTS TO	Chief Executive Officer
AREA OF RESPONSIBILITY	<p>The Director of Clinical Services (DCS) has an integral role as clinical leader of the organisation. The DCS is responsible for the clinical leadership of the nursing, personal care workers and allied health workforce at Boort District Health (BDH). The DCS has sound human resource and operational management skills and provides leadership to all Accreditation Standards.</p>
ESSENTIAL	<ul style="list-style-type: none"> • Demonstrated ability to uphold and model BDH values. • Registered Nurse with the Australian Health Practitioner Regulation Agency (AHPRA) • Relevant tertiary and/or post graduate qualifications in health management, business, education or health policy • Previous experience and record of achievement in a Management role in an acute or aged care facility. • Demonstrated knowledge of funding models and government policy within the health care sector. • Demonstrated knowledge and understanding of concepts of clinical governance, patient safety and clinical risk management. • Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards. • Knowledge of Quality Improvement / Accreditation systems as applied to acute and aged care settings. • Understand the principals of financial management, including budget development, monitoring and reporting. • Demonstrated clinical leadership, with sound knowledge of current best practice in aged, acute and urgent care settings. • High-level interpersonal communication skills and significant stakeholder management experience. • Excellent computer skills with the ability to utilise Microsoft office suite, and financial management information systems. • Demonstrated ability to lead and manage change taking into consideration the appropriate consultative process and operational requirements. • Demonstrated commitment to professional development, encompassing quality improvement. • Satisfactory National Criminal History Check • Current Drivers Licence.
DESIRABLE	<ul style="list-style-type: none"> • Membership of relevant professional organisations • Innovative skills in program delivery, particularly in relation to clinical services in a rural environment.
SAFETY AND QUALITY	<p>The DCS has a responsibility to ensure the safety and quality of all BDH clients by developing, managing and implementing the Clinical Governance, Safety, and Quality Governance Frameworks across the organisation. The DCS will clearly articulate this by modelling behaviour that supports the organisation's commitment to respectful, safe and quality and person centred care.</p>
CLASSIFICATION / HOURS OF DUTY	<p>Full Time (76 hours) – Monday – Friday RN G7 DON 25-50, ZH1 - Nurses and Midwives (Victorian Health Services) (Single Interest Employers) Enterprise Agreement 2020 -2024</p>

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CORE VALUES	<p>Impartiality <i>All decisions will be made objectively considering all relevant and known facts</i> <i>All people will be treated equally and fairly, recognising individual abilities Client focus</i> <i>Be an advocate for our clients</i> <i>All information related to persons and BDH will be treated as confidential</i> <i>Demonstrates personal standards of consistency, tolerance and patience</i></p> <p>Accountability <i>Carryout work practices in a responsible and ethical manner</i> <i>Actively support and communicate with members of the team</i> <i>Share knowledge and achievements</i> <i>Actively encourage a workplace free from bullying, harassment and discrimination</i> <i>Promote a culture of learning; encourage innovation in the workplace</i> <i>Monitors the impact of one's own behaviour on others</i> <i>Shows excellence in best practice and adheres to BDH policies and procedures</i> <i>Works with a team focus</i></p> <p>Integrity <i>Maintain a sense of humour, warmth and tolerance and is truthful</i> <i>Perform work in a courteous, efficient and professional manner</i> <i>Respect, support and value work colleagues</i> <i>Recognise and support other people's differences</i> <i>Supports a "no blame" culture in reporting incidents and helping to resolve them</i></p>
KEY SELECTION CRITERIA	<p>KSC 1 Facilitates collaborative teamwork in the delivery of person centred clinical care, working in partnership with consumers.</p> <p>KSC 2 Successful accreditation under the NSQHS National Standards, Aged Care Standards and all other external quality assessment systems.</p> <p>KSC 3 Demonstration of the timely development and review of relevant clinical policies, procedures and guidelines.</p> <p>KSC 4 Completion of monthly reporting of agreed performance data to the Chief Executive Officer and Board of Management, including analysis of outcomes and identification of continuous improvement strategies to optimise overall performance</p> <p>KSC 5 Evidence of active budget monitoring, management and adherence, with recommendations for revenue and cost containment within allocated budget.</p>

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SPECIFIC FUNCTIONS AND REPSONSIBILITIES	
Key Responsibility Area 1	DESCRIPTION
<p>Personal & Professional Development</p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal & professional development.</i></p>	<ul style="list-style-type: none"> • Communicates a vision that generates enthusiasm and commitment. • Identifies and responds appropriately to changes in both the external and internal environment. • Consistently models high standards of performance for self and others • Identifies potential issues and setbacks and guides team to optimise outcomes. • Maintains currency with evidence-based clinical issues by engaging in ongoing professional development. • Provides leadership in the development of clinical policies and procedures in line with current evidence-based best practice and change management. • Promotes an environment that is conducive to learning and supportive of consumer and staff needs.
Key Responsibility Area 2	DESCRIPTION
<p>Customer Service</p> <p><i>Evidence of positive feedback and consumer satisfaction.</i></p>	<ul style="list-style-type: none"> • Foster a culture of clinical excellence based on person centred care. • Effectively communicates and collaborates with stakeholders in a sensitive and professional manner. • Analyses and utilises consumer feedback to improve clinical services. • Convey the broad strategies and objectives of BDH through participation in community forums. • Works to maintain the highest level of confidentiality on all issues relating to the organisation, residents/patients and colleagues. • Manage Freedom of Information enquiries in a confidential manner. • Seek opportunities for BDH to provide health-promoting activities and be proactive in engaging the community in management of chronic disease.
Key Responsibility Area 3	DESCRIPTION
<p>Administration & Documentation</p> <p><i>Through the use of BDH processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p> <p><i>Department is managed within budget</i></p>	<ul style="list-style-type: none"> • Participates in oversight, preparation, review and management of designated budget area. • Develops strategies that support the successful delivery of the strategic plan. • Prepares and delivers regular reports to the BDH Board of Management and its committees on clinical governance and safety and quality issues. • Ensures compliance of clinical areas in accordance with relevant legislation, Law and other regulatory requirements. • Maintain a register of all legislative changes affecting the organisation and oversee any changes required to meet legislative requirements and communicate any changes to the leadership team and staff. • Provides leadership in the development and implementation of an education plan for clinical area staff to ensure the maintenance of competency and safe practice standards.

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	<ul style="list-style-type: none"> • Ensure care is based on person centred care that has shared decision-making taking into account consumer health literacy.
Key Responsibility Area 4	DESCRIPTION
<p>Technical Skills and Application</p> <p><i>Demonstrated knowledge and application of the skills required for this position.</i></p> <p><i>This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> • Actively investigates and delivers program and funding opportunities that meet the direction of the Strategic Plan. • Ensure delivery of services within the budgetary framework, by implementing and actively monitoring sustainable approaches to budget and financial management to meet agreed targets. • Maintain a detailed understanding of the Australian Government's Aged Care Funding and oversee the funding related activities to ensure income derived is legitimised and maximised. • Advocates and implements flexible models of aged care services. • Has a sound understanding of funding models and regulatory requirements for all clinical services provided at BDH. • Provide leadership in the implementation and adoption of all relevant accreditation standards. • Remain fully conversant with the Australian Government's Aged Care Standards, and ensure that all aspects of the aged care operations comply with those standards. • Regularly review procedures in relation to the co-ordination of client services staff to ensure maximum efficiency that supports the overall needs of the health service. • Delegate authority and responsibility to enable staff to have autonomy, flexibility and accountability for decision making within their designated scope of practice. • Ensure an effective management structure exists within the designated area of responsibility that contributes to organisational effectiveness and promotes opportunities for career paths and succession planning. • Sound understanding of BDH information, communication and technology systems.
Key Responsibility Area 5	DESCRIPTION
<p>Teamwork & Communication</p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of BDH.</i></p>	<ul style="list-style-type: none"> • Clearly and confidently communicates with people at all levels of the organisation. • Works actively within the BDH operational management group to provide effective management of the organisation in line with appropriate behaviours and BDH strategic directions. • Works to resolve issues of conflict within the client services team in a fair and diplomatic manner that reflects BDH policies and is in line with the BDH Code of Conduct, Expected Behaviours, Mission and Vision statements. • Carries out workforce planning for client services that meets with current and future BDH care needs. • Promote professional, respectful conduct at all times to ensure harmonious working relationships are maintained. • Ensures all client services staff professional conduct is in line with BDH expected behaviour policy, codes of conduct and supports the vision and values of BDH. Recognises and rewards behaviour that is aligned with BDH behaviour. • Promote Know Better, Be Better campaign.

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Key Responsibility Area 6	DESCRIPTION
<p>Quality / Safety and Risk Management</p> <p><i>Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety and risk management system. Act in accordance with all relevant external legislation and internal BDH policies and procedures that relate to this position and the organisation.</i></p>	<ul style="list-style-type: none"> • Provide leadership in the development and implementation of the Clinical Governance Framework across the organisation. Actively work with staff to focus on the quality and safety of our services. • Ensure the decisions and directions relating to the Clinical Governance components are appropriately prioritised, resourced, implemented and evaluated. • Ensure risk management is an integral part of corporate objectives, plans and management systems and that staff have the knowledge and skills to implement review and improve the components of the clinical governance framework and are accountable for risk management through organisational, team and individual performance objectives. • Provide leadership and ensure compliance with BDH Occupational Health and Safety policies and procedures. • Provide leadership for common care, Aged care and National Safety and Quality Commission Standards.

Performance Indicators

The Director of Clinical Services will be monitored against the following indicators:

1. Evidence that safe, comprehensive, cost-effective clinical care is provided within a collaborative team-based quality improvement framework.
2. Maintain a professional positive working relationship with all colleagues
3. Evidence full compliance is maintained with all Accreditation Standards
4. Active engagement and leadership in all documentation related to Aged Care funding
5. Evidence of innovative development of cost-effective Models of Care.

Actively participates in role modelling above the line behaviours supporting the team to bring behaviours above the line.

Principle / Value	Associated Behaviours
Services are client focused	<ul style="list-style-type: none"> • Having the courage to question what we do • Determined to do the best job you can • Striving continuously to innovate and improve • Being professionally and enthusiastic • Maintaining client focus
Through impartiality, the rights and choices of people are respected	<ul style="list-style-type: none"> • Showing compassion to all • Demonstrating empathy and understanding at all times • Working as a team and mentoring others • Providing encouragement to others • Ensure commitment to the Child Safety Standard

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<p>Accountability is demonstrated through our actions</p>	<ul style="list-style-type: none"> • Maintaining confidentiality and privacy at all times • Listening to others and accepting differences • Being punctual • Responding courteously • Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive • Demonstrating consistency in decision making • Treating people equally being considerate and understanding • Being collaborative and collegiate
<p>Care and services delivered in a manner which demonstrates integrity</p>	<ul style="list-style-type: none"> • Being honest • Leading by example • Being responsible and accountable for your own actions

PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Director of Clinical Services:Date:.....

Chief Executive Officer: Date:

Review	
3 Months	<input type="checkbox"/>
6 Months	<input type="checkbox"/>
9 Months	<input type="checkbox"/>

Issued: September, 2009

Reviewed: May 2012, August 2013, April 2014, May 2015, November 2016, May 2019, August 2020, May 2022