



POSITION DESCRIPTION

POSITION TITLE	Director Clinical Services
DEPARTMENT	Executive
REPORTS TO	Chief Executive Officer
DIRECT REPORTS	Acute Services NUM Aged Care Services NUM Infection Control Practitioner Clinical Support Nurse Quality Systems Manager Aged Care Business Support and Project staff
AWARD	Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Agreement 2024 – 2028
CLASSIFICATION	CAMPUS DON OF GROUP 8D CAMPUS (RN65)
DATE OF CREATION/AMENDMENT	November 2024
CREATED/AMENDED BY	Director People and Culture

“Caring for Our Community”

POSITION OBJECTIVES

In collaboration with the Chief Executive Officer (CEO) and other executive colleagues, the Director Clinical Services will collaborate to achieve the vision and strategic priorities of REDHS.

The primary purpose of this role is to provide strategic and professional leadership for the Acute and Residential Care services provided by REDHS.

The role is accountable for:

- patient and resident care and service delivery;
- quality and risk oversight;
- the maintenance of professional standards; and
- ensuring person-centred care philosophies are supported.

RESPONSIBILITIES & PERFORMANCE INDICATORS

1. Providing effective leadership to managers and clinicians in all areas, particularly in Acute (including District Nursing), Residential Care, Primary Care (as it relates to professional oversight for nursing team members), Quality and Risk.
2. Work as part of the Executive Team to develop and implement the REDHS strategic plan, through the annual business plan, driving performance improvement across the organisation as well as growing appropriate service provision.
3. Responsible for ensuring management of staff within the directorate, including the way in which work is organised, recruitment of staff, effective management of work and behavioural performance and staff development.
4. Work in concert with Quality Systems Manager and Infection Control Practitioner to ensure compliance with statutory and legislative requirements risk management and accreditation compliance for acute and residential care services.
5. Assist in the formulation of the REDHS budget and monitor performance, implementing appropriate strategies to deliver quality safe services within allocated resources.
6. Evaluate services and facilities and provide leadership and direction in planning and development of further quality improvements including managing change and/or projects, ensuring deliverables are achieved within agreed timeframes and budget.
7. Responsible for the development and application of relevant professional standards of practice for nursing and clinical services to meet statutory regulations and relevant policies and procedures, including the role of REDHS Freedom of Information Officer.

8. Provide authoritative advice and prepare and present submissions/reports to the CEO, Board and organisational committees relating to Clinical Services directorate.
9. Represent the Health Service at internal and external forums, meetings, etc. and lead these as required.
10. Willingness to act in the role of Chief Executive Officer for absences of leave as required.

QUALIFICATIONS / SKILLS

Essential:

- Current registration with AHPRA and the Nursing and Midwifery Board of Australia
- An appropriate post graduate qualification, preferably in the area of business management, health administration (or similar), or significant progress towards same or willingness to complete.
- Significant experience in senior nursing management including clinical, quality, governance and safety systems and human resources management.

PERSONAL ATTRIBUTES

- Demonstrated ability to manage the delivery of health care services within the public health care environment, with particular emphasis on continuous improvement processes to ensure all services within REDHS remain accredited and provide positive patient and resident experiences and outcomes.
- Contemporary understanding of nursing and clinical services in line with current Commonwealth and State Government health and aged care policy and future directions.
- Organisational awareness, having and using knowledge of systems, situations, procedures and culture to identify potential organisational problems and opportunities; perceiving the impact and the implications of decisions on other components of the organisation.
- Quality orientation/attention to detail, accomplishing through concern for all areas involved. Experience and leadership of quality and safety governance systems.
- Demonstrated ability to establish standards, guidelines and principles in relation to the responsibilities of the position.
- Understand the importance of consumer directed care and the value of the voice of consumers in the design and delivery of services.
- Demonstrated success in involving community and sustaining community support in health service development.
- Demonstrated sound knowledge of contemporary human resource management issues at both the broad and the specific level.
- Demonstrated strategic and operational leadership skills to facilitate development of strategic/business plans relevant for the ongoing viability of the health service.
- Proven ability to negotiate the acceptance of new initiatives and in liaising with stakeholders to support change. The ability to achieve results through people; driving change; coaching, developing and mentoring to maximise performance and desired outcomes.
- Proven ability in building and maintaining a culture of positive workplace relations and partnership, enabling the strengths, capabilities and experience of others to contribute to achieving organisational goals.
- Superior interpersonal, verbal and written communication skills, including IT.
- Commitment to continually improving your own knowledge and skills, developing networks with colleagues and subscribing to professional affiliations.

KEY SELECTION CRITERIA

1. Demonstrated high level leadership, organisational and interpersonal skills congruent with the requirement to manage a multidisciplinary team across a diverse range of health services.
2. Clear understanding of funding arrangements, current government health policy and future directions, particularly as it relates to acute care and residential aged care in the rural setting.
3. Comprehensive skills in strategic service planning and development and change management.
4. Demonstrated skills and experience in human resources management, including recruitment and selection and behavior/performance management.
5. Demonstrated knowledge and commitment to quality improvement activities and best practice models of service delivery, inclusive of experience with National Safety and Quality Health Service Standards and Aged Care Quality Standards.
6. Demonstrated ability to manage and control the financial resources of a department or division within a health service and to identify, develop and implement strategies to reduce expenditure and increase revenue where possible.

OCCUPATIONAL HEALTH SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, 'near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.
- Don't willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

'THIS IS ME'

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' 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 utilising Montessori actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE MANAGEMENT

It is a condition of employment that employees participate in the Performance Management Planning and Review program – 'REDHS People Excellence' - on a regular basis. The DCS position requires a Monthly Accountability Meeting with the CEO.

QUALITY IMPROVEMENT

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the CEO. Any such ammendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and reiew discussion will occur with the employee’s manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

<i>I understand, agree to and accept the role as outlined in accordance with this position description.</i>			
NAME (please print)			
SIGNATURE		DATE	