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## Position **Director of Clinical Services**

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**Date:** March 2018

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**Classification:** DON Grade 7, ZH3

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**Employment Status:** Permanent Full Time (inc ADO)

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**Conditions:** As per the Nurses and Midwives (Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2016-2020)

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**Our Vision:** We exist in a healthy and vibrant community where individuals have the capacity and potential to manage their own health and improve their physical, mental and social wellbeing. We are fully integrated with our community and together we plan for and respond to changing health needs through the provision of high quality and efficient health services.

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**Our Strategic Intent:** Beechworth Health Service is intrinsic to the fabric of the community. We exist, as the local component of a larger health system, so that people have access to services that support/encourage/enable them to lead a healthy quality lifestyle.

We are in the business of providing Acute Care, Aged Care, Sub-acute Care, Primary Health Services, Community Health Promotion and Visiting Specialist Services.

Our core competence is to provide a range of services to fill current and emerging community health needs. In collaboration with service partners and the community we will be constantly looking for innovative ways to improve the health services we provide.

**At Beechworth Health Service we behave in a way that:**

- is respectful and reflects equality
  - encourages participation by all
  - enhances quality of life
  - promotes flexibility, acceptance and innovation
  - adapts to the changing needs and expectations of our clients and the community
  - meets the highest standards of quality
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**Position Purpose:** To assist the organisation to meet its strategic and operational objectives in relation to quality and safety in care. The Director of Clinical Services (DCS) will contribute to organisational change and policy development, anticipate organisational needs and develop service implementation plans, as well as develop and foster strategic relationships with key external partners.

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**Qualifications and Experience:**

- Tertiary qualifications in a health related field
  - Current registration with the relevant professional registration body
  - Experience in a middle management or above, healthcare management role
  - Broad clinical knowledge
  - Capacity to model and lead the behaviour of staff reflective BHS values
  - Knowledge and recent experience in risk management, including AS/NZS ISO 31000:2009
  - Knowledge and recent experience in health service accreditation
  - Current drivers licence
  - Favourable police check
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**Key Relationships**

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**Reports to:** Chief Executive Officer

- Supervises:**
- Nurse Unit Managers
  - District Nursing and PAG Team Leader
  - ADONs
  - Primary Health Care team Team Leader
  - Staff Development Officer/ No Lift Coordinator
  - Infection Control Coordinator
  - Medical Records Officer
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**Internal Liaisons:**

- Beechworth Health Service staff
  - Beechworth Health Service Executive staff
  - Board of Management Beechworth Health Service
  - Clinical Governance Committee
  - Membership of a range of organisational committees
  - New staff and volunteers
  - Patients, clients and residents
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**External Liaisons:**

- Department of Health & Human Services
  - Department of Health
  - Accreditation agencies
  - Health Complaints Commissioner
  - Victorian Managed Insurance Authority
  - Other health services
  - Community members
  - State based Health Improvement Agencies
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**Key Responsibilities:****Quality**

- Implementation of the clinical governance strategies
  - Monitor, review and report clinical information and health outcome data
  - Contribute to a culture of service quality and safety improvement by actively seeking ways to enhance the capability and performance efficiency, efficacy and safety of clinical processes and decision making
  - Oversee clinical program continuous improvement plans, including strategic and Statement of Priority key deliverables
  - Participate in the leadership of the implementation and maintenance of accreditation processes
  - Foster and maintain relationships to seek best practice processes aimed at enhancing quality and safety in clinical care.
  - Oversee the infection control program (inclusive of outbreak management) and
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- the No Lift program and ensure that each meets industry standards
  - Ensure that the health information/medical records service meets ACHS, ACSAA and Australian standards and provides a timely effective service for all departments
  - Ensure a commitment to conduct and behaviour of Committees, Working Parties and Project Teams within which the role provides Chair support
  - Oversee compliance with respect to legislative, quality and standards compliance within areas of role responsibility
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### **Experience**

- Ensure that people accessing Beechworth Health Service will experience a person centred approach with respect to their clinical, community and residential care needs
  - Manage and facilitate customer feedback in a responsive and timely manner
  - Participate in the reporting and profiling of quality and safety outcomes to the public
  - Monitor and review systems to engage the consumer in the assessment of quality and safety in care
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### **Workforce**

- Empower staff with the skills, tools and resources to promote quality and safety in care within their respective teams and in dealing with service partners
  - Empower staff with the skills, tools and resources to manage human resource development and performance issues appropriate to their line management structure
  - Establish and oversee a framework for staff development
  - Act as a mentor for aspiring nurse leaders
  - Play a role in the induction of new members of staff
  - Ensure Role Descriptions for direct reports and other clinical staff remain contemporary and are reviewed at least at recruitment at staff replacement intervals.
  - Produce and monitor an annual clinical staff budget aimed at efficient and effective staff deployment across clinical areas
  - Promote and encourage innovative clinical service delivery methodologies
  - Set up and run ideas generation platforms and formats for the benefit of the organisation.
  - Maintain a hands-on role in the management of clinical staff on return to work plans and/or receiving WorkCover support
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### **Relationships**

- Liaise with managers to understand pressures of operational and project demand and problem solve to deal with issues as they arise
  - Attend and participate in relevant meetings and forums including Board, operational and external forums
  - Present a courteous and respectful image to Board members, colleagues, external organisations and customers
  - Develop and foster strategic relationships with key external partners.
  - Foster relationships between BHS's internal teams
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### **Sustainability**

- Manage the allocation of residential aged care places and monitor associated revenue generating processes.
  - Oversee the annual budget projections and performance related to Acute program, Residential and Community based programs
  - Contribute to a culture of innovation, actively seeking ways to enhance the capability and performance efficiency, efficacy and safety of the organisation's
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approach to quality and safety in care improvements

- Provide leadership to the assessment of clinical risk assessment, clinical incidents and near misses
- Oversee organisation wide risk management policies and practices
- Participate in the leadership of grant funding applications
- Participate in the leadership of BHS's annual budget planning and review process
- Identify and implement efficiency measures where possible

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**Risk Management:**

- To be observant with regard to identification of potential public safety hazards and to act on hazards appropriately which cannot be remedied immediately
- Where possible, rectify hazards and notify manager with a view of preventing recurrence.
- Observe risk management principles, policies and practices through the risk management BHS policy/framework
- Employ risk management principles and practices in day-to-day duties and functions
- Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors or the public

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**Occupational Health & Safety:**

- To comply with provisions of the Occupational Health and Safety Act by taking all reasonable precautions to ensure the health and safety of self and others and to comply with all of BHS's policy guidelines as they relate to occupational health and safety
- To rectify actual or potential hazardous situations, where appropriate, in accordance with established policies and procedures
- To participate in programs designed to monitor and protect the health of staff in their workplace
- To report as soon as practicable to your Manager:
  - Unsafe equipment , work practices or conditions
  - Potential Hazards
  - Near Misses
  - All injuries sustained whilst in the performance of work duties
  - Damage to Beechworth Health Service equipment or property

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**Accountability and Extent of Authority:**

The incumbent of the position will be accountable for:

- Achievement of the agreed performance measures as defined in the Director of Clinical Services annual Statement of Priorities 2018-19.
  - Undertaking the role in accordance with legislative and funding obligations
  - Undertaking the duties of the position in accordance with BHS policies
  - Operate in accordance with Beechworth Health Service's delegated authority
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A performance appraisal will take place in the first 6 months of commencement of the role and annually thereafter.

An agreed set of Statement of Priorities based performance indicators will be determined annually.

As the occupant of this position, I have read and understood the above position description in conjunction with the BHS Staff Handbook.

**Name:** [please print] .....

**Signature:** ..... **Date:-**.....

Attachments: Statement of Priority accountabilities 2018-19

**Statement of Priorities 2018-19**

<b>Key areas of responsibility</b>	<b>BHS Service Plan / Strategic Plan / Statement of Priorities Accountability</b>
Quality	<ul style="list-style-type: none"> <li>• Lead the Primary Care team's preparation with respect to satisfying the requirements of the Home Care Standards accreditation review in 2018</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Help lead the review of key performance measures and audit focus in the clinical domain to include measures focused on reliability and to promote the alignment of information collection and enhanced decision making</li> <li>• Oversee the implementation of telehealth handover enhancement services between Beechworth Health Service and Northeast Health Wangaratta to enhance the quality and reduce the risks associated with clinical handover.</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Identify opportunities to succession plan into key nurse leadership roles within BHS</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>• Participate in the SCV Victorian Safety Council forum <span style="color: red;">?</span></li> <li>• Lead BHS's relationship with AWH's Strengthening Hospital Response to Family Violence</li> </ul>
Sustainability	<ul style="list-style-type: none"> <li>• Establish and review a framework to enhance the appropriate maximisation of aged care funding instrument claiming for BHS</li> </ul>