
POSITION TITLE:	Director Clinical and Aged Care Services
RESPONSIBLE TO:	Chief Executive Officer
DEPARTMENT:	Executive
AWARD:	Nurses
CLASSIFICATION:	As per contract
REPORTS TO:	Chief Executive Officer
CONTRACT:	Full Time

POSITION STATEMENT

The **Director of Clinical and Aged Care Services** is responsible and accountable for the Clinical Services teams and ensuring contemporary practice by engaging the teams to demonstrate ORH values and behaviours and by creating strong regional networks to drive partnerships and best practice models of care.

This role is responsible for the clinical domains of acute and aged care and must demonstrate strong leadership and decision making to ensure ORH consumers are treated with dignity and provided with the best clinical practice available. Clinical governance, quality, consumers and best practice models will be the centre of all decisions.

The position is responsible for the oversight of initiatives, outcomes and interventions associated with consumer experience, feedback and engagement for the acute and aged care services in collaboration with the Quality Manager. The Director of Clinical and Aged Care Services will inspire continuous improvement and ensure comprehensive understanding of relevant legislation, frameworks and standards associated within the health service.

RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)

Strategic Direction

- Lead the engagement of all work groups reporting to the role are aligned with the strategic directions of the organisation
- Work with the Executive to create the Annual Deliverables document for Orbost Regional Health
- Accountable for the annual development and achievement of the department and organisation level 'Aims and Achievements' documents.

Clinical

- Provide strategic operational direction and effective resource management of clinical services.
- Ensure the delivery of high quality patient / resident care.
- Ensure contemporary nursing practice that aligns with best practice and national standards
- Provide professional leadership and expertise across nursing services
- Promote a safe work culture using the principles from culture building programs and strategies

Financial Management

- Contribute to the financial sustainability of the organisation through identifying areas of efficiency within the nursing service.
- Develop annual budgets with close monitoring and implementation of corrective strategies for areas of responsibility.
- Act strategically when taking the initiative to develop proposals to increase funding as opportunities arise.
- Development of the annual equipment replacement and capital program pertaining to areas of responsibility
- Provide monthly reports and accountability reporting within agreed timeframes for CEO / Executive.
- Collaborate with Executive and Finance team to finalise global budget, to monitor and report on performance and implement corrective strategies.

Quality & Innovation

- Comply with ORH risk management and clinical governance policies and systems
- Ensure ORH maintains accreditation with relevant industry bodies (acute, radiology, community and aged care)
- Contribute to and provide leadership in Quality, Clinical Standards and other committees related to the role
- Utilise consumer feedback to improve service delivery and practices
- Actively participate in the development, implementation and evaluation of policies, practices and procedures to ensure they reflect best practice.
- Actively benchmark clinical indicators / outcomes and improvement activities are reported
- Ensure the appropriate data collection occurs and is analysed for quality improvement and compliance.

Customer Service and Community Engagement

- Lead the response to *Conversations with the Community* feedback that pertains to the roles areas of responsibility.
- Engage, identify and proactively respond to consumer's needs, expectations and satisfaction.
- Ensure formal and informal feedback from customers is collected and consumers are used in the design and evaluation of clinical programs.
- Work in partnership with, community members, other health service providers and external services to promote integrated health care

Human Resources

- Ensure Orbest Regional Health has a focused, cohesive and committed workforce.
- Effectively lead the clinical and aged care services financial and human resource management including industrial relations, Workplace Health and Safety, and Equal Employment Opportunity principles.
- Actively participate in staff recruitment and performance management and reviews to ensure the maintenance of a suitably qualified and credentialed workforce
- Maintain a nursing workforce to meet service needs
- Provide appropriate support for training and development opportunities for staff including succession planning and mentoring / preceptorship.
- Ensure that Orbest Regional Health behaviours are demonstrated and enacted
- Ensure the system for staff competence is maintained
- Ensure human resources data is monitored and acted upon

Leadership

- Be an active member of the Executive team and work collaboratively with managers across the organisation.

- Be responsible for the management of nursing and midwifery professional issues across the organisation.
- Develop and prepare Board of Management reports
- Represent the organisation when appropriate and designated by the Chief Executive Officer
- Actively participate in external committees vital to Orbest Regional Health
- Develop the key relationship with the Director of Medical Services.

QUALIFICATIONS

Registered Nurse

HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values **Respect, Integrity, Compassion, Excellence, Community**
- All employees of Orbest Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file.
- Participate in the annual review and planning process, completing an annual performance review which is in line with the strategic objectives of Orbest Regional Health
- During the annual performance review discussion review the annual information updates as listed in attachment 2.
- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
- On an annual basis complete mandatory training as per attachment 1.
- ORH promotes the safety and wellbeing of all children and particularly those from culturally and/or linguistically diverse backgrounds. Working with children checks are required for staff who work with children under 16, and understanding of implementation of safe practices with children including mandatory reporting of child abuse is a requirement of ongoing employment.

ADMINISTRATION

- Be conversant with Orbest Regional Health policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

OCCUPATIONAL HEALTH AND SAFETY

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
- Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.
- Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative.

- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.
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QUALITY AND SAFETY

- Demonstrate a commitment to the delivery of quality services.
 - Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
 - Ensure all Multi Purpose Service activities are in accordance with the
 - National Safety and Quality Health Service Standards (organisation wide)
 - Community Care Common Standards (Home and Community Care)
 - Department of Human Services Standards (Disability and Homelessness Support)
 - Royal Australian College of General Practitioners Standards (Medical Clinic);
 - Diagnostic Imaging Standards (Radiology).
 - Actively participate in the Orbost Regional Health quality program and accreditation processes against the above standards.
 - Are confidently able to complete a RiskmanQ quality activity.
 - Be able to identify risks and follow the Orbost Regional Health Risk Management Policy and procedure.
 - Have processes to monitor and evaluate the performance of the services provided by the work area.
 - Be aware of Orbost Regional Health's approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety & Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure. Refer Staff Guides located in Prompt.
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AUTHORITY AND CONDITIONS

- All employees of Orbost Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbost Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level 3 under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

(Employee Name)

Chief Executive Officer

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Signature

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Signature

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Date

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Date

Orbost Regional Health reserves the right to review and amend this document at its discretion.

KEY SELECTION CRITERIA

Essential Criteria

- Registration as a Registered Nurse with Australian Health Practitioner Regulation Agency (AHPRA) and hold a current practicing certificate
- Post graduate qualification in health administration or equivalent
- Previous experience at senior management or executive level with a proven ability to think strategically
- Extensive clinical experience in diverse practice settings
- Proven ability to lead clinical governance including a sound understanding of and ability to apply risk management strategies
- Extensive knowledge of Victorian public sector health service funding and resource management including Aged Care
- Demonstrated strong leadership, people management skills and workforce development
- Demonstrated ability to establish and lead innovative models of care
- Demonstrated achievement in continuous improvement systems and achievement of service outcomes and demonstrated knowledge and experience of accreditation programs (acute and aged care)
- Current Police Check, Working with Children or Working with Aged as relevant
- Drivers Licence

Desirable Criteria

- Registration as a Midwife with Australian Health Practitioner Regulation Agency (AHPRA) and hold a current practicing certificate
- Previous experience as a Director of Nursing in a rural health service
- Knowledge of issues facing rural health services
- Member of an appropriate professional body

Orbost Regional Health Position Description - Attachment 1
Organisation wide – Mandatory Training

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
Emergency Response	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
Manual Handling	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
No Lift	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
Hand Hygiene	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
Basic Life Support	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Medication Administration General Adult & IV competency	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
Falls Prevention	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
Neonatal Resuscitation	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
Advanced Life Support	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Triage	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
Blood Safe	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
Aseptic Technique	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
Bullying and Harassment	Orientation	Mandatory	All ORH Staff	Online Training	People and Culture
Risk Management	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
Occupational Violence	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
OHS	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
Cybersecurity training for health services	Orientation	Mandatory	All ORH Staff	Online Training	MPS Managers
NDIS Worker Orientation Program	Orientation (post June 2020)	Mandatory	NDIS workers	Online Training	People and Culture

Orbost Regional Health Position Description – Attachment 2
Organisation wide – Orientation & Annual Information Update

Focus area	Frequency	Classification	Staff	Training Type
Occupational Health & Safety	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
People & culture	Orientation & Annual	Info Update	All ORH Staff	Workshop
Diversity	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Clinical Governance	Orientation & annual	Info Update	All ORH staff	Manager Discussion
Resource Management	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Risk Management	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Quality Improvement	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Partnering with Consumers	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Performance Reporting and Monitoring	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Patient Rights & Responsibilities	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Emergency management & Business Continuity	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Review & Planning Process	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Environmental sustainability	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion