

## POSITION DESCRIPTION

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<b>Position:</b>	Director, Clinical Operations
<b>Department:</b>	Clinical Services Division
<b>Reports to:</b>	Chief Executive Officer
<b>Time Fraction:</b>	Full time ongoing
<b>Award:</b>	Nurses <i>and Midwives (Victorian Public Health Sector) (Single Interest Employers)</i> <b>Enterprise Agreement 2020 - 2024</b>
<b>Classification:</b>	Campus DON of Group 8D - RN65

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### ***The Organisation***

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to our local communities including Urgent care, Acute care, Transition care, Residential Aged care, Primary care and home-based care.

ODH is located in the East Gippsland High Country (Omeo & District) and is the gateway to the spectacular Alpine region of Victoria. Surrounding Omeo is an abundance of national parks, mountains, rivers and lakes.

Consistent with our purpose, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and  
Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

- C Creativity**
- A Accountability**
- R Resourcefulness**
- E Excellence**

Our people are at the heart of our organisation - no matter the role. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

### ***Department***

The Clinical Services Division ensure the delivery of high quality and safe care to consumers receiving acute, urgent, aged care, primary care and community-based services. It contributes to clinical governance systems, upholding peoples' rights to making care decisions consistent with consumer's choice, values and goals.

## **Role**

### **Position Summary**

The Director Clinical Operations (DCO) is responsible to the Chief Executive Officer for the provision of optimal care to patients, clients and residents through effective leadership, management of staff and other resources, and the development of cooperative professional relationships across the organisation, regional health sector and the broader community.

Leveraging extensive clinical expertise, the DCO acts as a mentor and role model and facilitates the development of a learning culture across all clinical streams.

A solution oriented and outcome focused role, with the ability to understand the evolving health environment and capacity to develop and implement new, innovative and sustainable clinical programs.

The role requires high-level leadership capability and superior management skills that demonstrate effective achievement of organisational objectives and executive performance. A key focus will be the evaluation of clinical program outcomes and implementing service improvement that maximise client satisfaction and operational effectiveness.

As a member of the Executives team, the DCO will contribute to the development and implementation of ODH's operational plan whilst advancing ODH's reputation of delivering services that are relevant, effective, efficient, of high quality and value for money. The role also captures leadership of ODH's Infection Prevention and Control function.

### **Key Responsibilities**

#### **Leadership and Management**

- Develops a culture of excellence in care supported by high standards of professional practice
- Provides professional leadership to clinicians across disciplines, including the development of professional standards; strengthening professional accountability and responsibility to ensure delivery of evidenced based and competent care.
- Drives innovation, change management and co-ordinated responses to emerging service needs.
- Provides strategic direction, develops and implements workforce plans that advances capacity and capability across clinical streams including development of emerging roles and advanced practice
- Provide specialist advice in relation to external influences on clinical practice including but not limited to: AHPRA, Department of Health, and other relevant State and National bodies.
- Represents ODH at community, regional and state-wide events and be an advocate for ODH matters affecting service needs and care provision

#### **Planning and performance**

- Manages day to day clinical services operations to ensure they are safe, reliable and responsive
- Ensures delivery is in alignment with ODH's mission statement and values enabling person-centred care
- Optimise care coordination and patient flow to ensure continuity of care across the care continuum
- Assist in the development of, and delivery of service performance against, the annual Statement of Priorities KPIs, ODH Strategic and operational goals.
- Ensure proactive identification and management of risks as relevant to clinical services
- Be an active participant in the wider community health and primary care networks to meet health care goals in collaboration with other partnering health agencies.

### **Financial performance**

- Be conversant with various funding streams and assume responsibility for ensuring funding opportunities are maximized and implemented in line with the strategic direction of ODH
- Contribute to the formulation of the budget, budget policy and business planning and monitor financial performance for clinical services, ensuring timely strategies are implemented to manage variances.
- Meet financial reporting requirements related to clinical services are fulfilled in a diligent manner

### **Quality Improvement**

- Actively participate in the establishment of effective programs and action that drive continuous quality improvement and regular monitoring and analysis of outcomes across all clinical service streams
- Maintain an innovative approach to care, keeping abreast with best practice and actively seek new programs/care delivery models that meets community care needs and ODH strategic direction.
- Initiate and implement strategies and opportunities for profiling and recognising excellence.
- Enable close collaboration with the Director Medical Services and other stakeholders to assure clinical governance across the organisation

### **Legislation, Regulations and Standards**

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standards, including oversight of medicines, radiological and other licensing requirements;
- Oversee implementation of quality improvement activities against relevant standards including policy development, compliance audits, mortality and morbidity reviews, incidents and risk management
- Optimise infection control practices and relevant Occupational Health & Safety requirements

### **Privacy, Dignity & Confidentiality**

- Recognise and respect consumer right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of Information Privacy Principles
- Contribute to Freedom of information request and/or data breaches as relevant to clinical services

### **Workplace culture**

- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Support development of a positive workplace culture supported by respectful and non-discriminatory practices
- Maintain a co-operative and consultative approach to industrial relations matters and at all times endeavour to promote effective and harmonious working relations within the care team and externally

### **Professional Development**

- Complete required training and maintain knowledge required for the performance of the position.

### Key Selection Criteria

#### 1. Leadership

- Demonstrated senior leadership experience and capacity to work effectively at an executive level
- Demonstrates a commitment to ongoing learning and professional development of self and others
- Comprehensive knowledge of relevant awards, legislative requirements and health industry developments
- Demonstrated strategic planning ability and advanced knowledge of contemporary, rural and remote clinical practice and health service delivery issues

2. Service delivery and coordination
  - Evidence of leading and coordinating clinical services and programs in rural/remote environments
  - Sound understanding of regulatory and legislative requirements applicable to rural health services
  - An advanced understanding of Accreditation Standards and relationship to clinical service delivery
  - Strong fiscal management skillset including experience in budget development and control, including knowledge of relevant funding streams
3. Communication and relationship building
  - Relates well to others and adapts quickly to different audiences and working styles
  - Evidence of optimal communication skills supporting effective interaction with management, staff, other health agencies, professionals and customers and the wider community
  - Demonstrated ability to work with confidential and sensitive information
  - A demonstrated high level of computer skills and digital literacy
4. Problem solving and change management
  - Demonstrated ability to problem solve complex issues, appropriately overcome barriers and motivate others to achieve superior organisational goals and nurture a learning environment
  - Demonstrated ability to lead staff in an environment of change
  - Experience in implementing innovative and sustainable improvement projects

#### **Essential**

- Current AHPRA Division 1 Registered Nurse registration
- BSC Nursing and Post Graduate qualifications in Critical Care, Gerontological Nursing, Rural and Remote or other relevant discipline
- At least ten years' full time equivalent post registration experience
- Extensive senior management level experience in the delivery of clinical services across Acute (including Emergency Care), Aged Care and/or Community-based services

#### **Desirable**

- Experience of healthcare delivery in a rural/remote setting and/or virtual models of care
- Qualifications or experience in infection prevention and control practice

**Risk Assessment / Job Analysis**

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

<b>Aspects of Normal Workplace</b>	<b>Frequency</b>
<u>Work Environment</u> <ul style="list-style-type: none"> <li>• Manage demanding and changing workloads and competing priorities.</li> <li>• Work a fixed roster with the possibility of extended hours.</li> <li>• Sitting at the computer or in meetings for extended periods of time.</li> <li>• Work in a team environment and at times independently.</li> <li>• Work in locations geographically separated from the main facility.</li> </ul>	Continual Continual Continual Continual Occasionally
<u>Work Activity</u> <ul style="list-style-type: none"> <li>• Undertake administrative tasks including intensive computer work, filing, writing, participating in meetings, concentrating for long periods of time</li> <li>• Use of technology including photocopiers, telephones, video equipment, white boards, laminating machines, etc</li> <li>• Undertake manual handling activities (e.g., sit/stand desks, lifting, pulling, pushing, transferring, twisting) on a daily basis.</li> </ul>	Continual  Continual  Occasionally
<u>Work relationships</u> <ul style="list-style-type: none"> <li>• Work within a team environment</li> <li>• Professional interaction with medical, nursing and admin staff</li> <li>• Interact with staff from other hospitals/organisations</li> <li>• Interact with members of the public</li> </ul>	Continual Regularly Regularly Occasionally

**Performance Review:**

Two months after commencement of employment, then annually thereafter.

I, .....

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: \_\_\_\_\_ Date: ...../...../.....