



## Position Description

### Director Clinical and Community Services

<b>Reports to</b>	Chief Executive Officer
<b>Area of Responsibility</b>	<ul style="list-style-type: none"> <li>• Provide leadership in the provision and co-ordination of all direct client services provided to clients/patients/residents</li> <li>• Provide leadership in the Co-ordination of health promotion activities</li> <li>• Responsible for all nursing and other staff providing direct client services</li> </ul>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• A State Registered Nurse Division 1 and holder of current practising certificate from the Victorian Nurses Board. (Nurse and Midwifery Board of Australia)             <ul style="list-style-type: none"> <li>• Registration with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse in the State of Victoria and holding a current practising certificate.</li> </ul> </li> <li>• </li> <li>• A vision for and commitment to an integrated client focused health service</li> <li>• Proven management, leadership, reconciliation and interpersonal skills</li> <li>• Relevant tertiary qualifications</li> <li>• A strong commitment to primary health care</li> <li>• Knowledge of contemporary clinical nursing practice (acute and aged care)</li> <li>• An understanding of the funding mechanisms in aged care</li> <li>• A commitment to team based collaborative management principles.</li> <li>• Demonstrated success in the management of and leadership of a health unit</li> <li>• Financial management knowledge /experience.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Post graduate qualification in management is also preferred (essential) or a commitment to working toward same.</li> </ul>
<b>Classification</b>	<ul style="list-style-type: none"> <li>• Terms and conditions of employment are in accordance with Contract and the ANMF enterprise agreement</li> </ul>
<b>Hours of Work</b>	Full-time
<b>Vision Statement</b>	Excellence in Health Care now and the future

<b>Core Values</b>	<ul style="list-style-type: none"> <li>• We encourage and assist our clients to achieve life-long health and wellbeing.</li> <li>• We respect each individual's rights, needs and choices including the right to refuse treatment.</li> <li>• We provide equality of access to services.</li> <li>• We support the broad definition of health which includes meeting social, emotional, physical, cultural and spiritual needs through a multi-disciplinary approach.</li> <li>• We seek to achieve quality health outcomes.</li> <li>• We provide a safe and supportive environment for staff and others.</li> <li>• We encourage the personal and professional development of staff.</li> <li>• We encourage participation by all members of the community in planning, implementing and evaluating service delivery.</li> <li>• We facilitate partnerships with other service providers.</li> <li>• We support and encourage a culture of Continuous Improvement across the organisation.</li> </ul>
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<b>Specific Functions and Responsibilities</b>	
	<ul style="list-style-type: none"> <li>• The role of the DCCS is to provide leadership and management of lead nursing and non-nursing staff who provide direct client services to Inglewood &amp; Districts Health Service clients, residents, patients.</li> <li>• The key focus of the role is to lead and implement processes to ensure safe effective care, health promotion and a culture of quality improvement Responsible for the direction, delivery, management and organization of client services in the most efficient manner.</li> <li>• Be conversant with the By-laws, Regulations and organizational structure of the health service. Be aware of the relationships of the health service to statutory authorities, ensure that relevant Acts of Parliament are complied with and maintain an awareness of the effects of any pending legislation.</li> <li>• Ensure suitable planning and systems reviews are established and policies implemented to enable standards to be established, monitored and evaluated.</li> <li>• Build and foster relationships with other health providers, VMO's and the DHHS</li> <li>• Prepare relevant reports for the Board, Executive and other committees as required</li> <li>• Ensure objectives are formulated for all areas of responsibility in line with the health services mission statement and vision and implement such strategies to assist staff to meet these objectives.</li> <li>• Participate in establishing budgets for all areas of responsibility and be responsible for ensuring adherence to these budgets.</li> <li>• Ensure the setting of priorities, planning, management and evaluation of programmes in conjunction with appropriate staff, the Executive, Board and/or service users reflect funding body priorities. .</li> <li>• Be conversant with Small Rural Health Services, Residential Aged Care and Primary care output based funding systems.</li> <li>• Optimise the human resources available to the service by initiating staff development programs, taking advantage of changes in technology and implementing "best practice" rosters to maximise utilisation of staff.</li> <li>• Ensure the overall recruitment, orientation, supervision and management of staff are appropriate to the service provided.</li> <li>• Ensure a robust annual staff appraisal of staff in his/her area of responsibility is undertaken as per IDHS policy</li> <li>• Work with the Executive and Board to ensure vigorous risk and safety systems are implemented, reviewed and managed</li> <li>• Be appointed as the person responsible for overseeing compliance with the Poisons Control Plan. Ensure the recording and safekeeping of all drugs are in accordance with the Drugs of Addiction and Restricted Substance Regulations.</li> <li>• Perform other duties as required by the Board of Management.</li> </ul>

Key Responsibility Area 1	
<p><b>Quality / Safety and Risk Management</b></p> <p><i>Commitment to ensuring quality services are delivered to both internal &amp; external clients through the quality, safety and risk management system.</i></p> <p><i>Act in accordance with all relevant external legislation and internal IDHS policies and procedures that relate to this position and the organisation.</i></p>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge and commitment to quality improvement, risk management, compliance and best practice models of service delivery.</li> <li>• Provide leadership to ensure quality improvement programs and other organisational activities to meet all Accreditation Standards.</li> <li>• Ensure managers adopt best practice principles in all aspects of quality, safety and risk management.</li> <li>• KPI – Best Practice Clinical Guidelines are available and use / outcomes monitored.</li> <li>• KPI – attend and participate in 90% relevant meetings</li> <li>• KPI – engage with relevant managers to develop and implement and monitor KPI's for each position.</li> </ul>
Key Responsibility Area 2	
<p><b>Teamwork &amp; Communication</b></p> <p><i>Demonstrated ability to lead and develop the clinical and community services team consistent with the philosophy and policies of IDHS.</i></p>	<ul style="list-style-type: none"> <li>• Demonstrate the ability to work consistently and positively within a team environment to achieve IDHS vision, mission and strategic performance.</li> <li>• Foster effective working relationships within departments and between departments and resolve any conflict in accordance with IDHS procedures and values.</li> <li>• Ensure communication to all staff and stakeholders is inclusive and consistent</li> <li>• KPI – Staff satisfied with Executive Mgt and leadership</li> <li>• KPI – Conflicts and Grievances addressed in a timely manner according to P&amp;P</li> <li>• KPI – Staff satisfied with communication – timeliness and clarity</li> </ul>
Key Responsibility Area 3	
<p><b>Administration &amp; Documentation</b></p> <p><i>Through the use of IDHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. IDHS is managed within budget</i></p>	<ul style="list-style-type: none"> <li>• Ensure that all documentation is accurate and completed in a professional and timely manner and meets legislative and statutory compliance.</li> <li>• Provide leadership for operating within budgetary constraints, monitor and control budget expenditure across all areas of IDHS.</li> <li>• Participate in relevant committees (internal and external) and prepare and submit reports as required by Board</li> <li>• Actively apply for grants, funding, sponsorship, and awards; when they become available.</li> <li>• KPI – audit systems and reports monitored and outliers addressed</li> <li>• KPI – budgets implemented and monitored and efficiencies identified.</li> <li>• KPI –Evidence of submissions written for relevant grants, funding, sponsorship and awards</li> </ul>
Key Responsibility Area 4	

<p><b>Customer Service</b></p> <p><i>Evidence of positive feedback and consumer satisfaction</i></p>	<ul style="list-style-type: none"> <li>• Foster a culture of patient/resident/client centred care this is achieved by excellence in customer service, identifying that customers include residents and patients, visiting health professionals, all staff employed by the Health Service, visitors, volunteers and the community.</li> <li>• Maintain confidentiality on all issues relating to the organisation, residents/patients and colleagues.</li> <li>• KPI – Patient/Resident Satisfaction survey results monitored and corrective action implemented as required.</li> </ul>
<p><b>Key Responsibility Area 5</b></p>	
<p><b>Technical Skills and Application</b></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 legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> <li>• Ensure processes are in place which support staff health and safety, equal opportunity, injury management, and antidiscrimination</li> <li>• Responsible for staff recruitment, orientation, development, performance management, counselling and disciplinary procedures and leave management in accordance with current awards, budget and organisational policies.</li> <li>• Provide leadership in regards to workplace relations in a transparent manner according to IDHS values.</li> <li>• KPI – Participate in HR planning and system monitoring for relevant staff.</li> <li>• KPI – Participate and monitor all recruitment and selection of relevant staff.</li> <li>• KPI – Participate in all EBA and other relevant negotiations as required.</li> </ul>
<p><b>Key Responsibility Area 6</b></p>	
<p><b>Personal &amp; Professional Development</b></p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal &amp; professional development.</i></p>	<ul style="list-style-type: none"> <li>• Maintains a contemporary knowledge base to provide safe effective patient/resident/client centred care and to meet the changing needs of the position, career and industry.</li> <li>• Maintain all mandatory competencies for both self and staff and be actively involved in other training and development as required to ensure the organisation meets its Mission.</li> <li>• Responsible for the performance management system for staff and encouraging or motivating staff to increase their personal and professional development.</li> <li>• KPI – Maintain evidence of Professional Development activities as required by AHPRA</li> <li>• KPI – Attend and report on Peak Body information sessions and seminars are relevant.</li> <li>• KPI – Monitor the PDR to ensure 100% completed in time frame and outcomes reviewed and actions taken.</li> </ul>

**Performance Review**

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on an annual basis to ensure progress towards the Key Performance Indicators are progressing satisfactorily and based on established criteria.

The Performance Appraisal will be based on successful outcomes of the KPI's, this Position Description and the policies and procedures of the Health Service.

Director Clinical and  
Community Services: \_\_\_\_\_

Chief Executive Officer: \_\_\_\_\_

Date: \_\_\_\_\_