



Cultivating Healthy Communities

Position Title:	Deputy Director of Clinical Services
Reports To:	Director of Clinical Services
Direct Reports:	Campus Managers: <ul style="list-style-type: none">❖ Birchip❖ Charlton❖ Donald❖ St. Arnaud❖ Wycheproof
Department:	Clinical Services
Classification:	ZH2 (RN65 DON Group D Campus)
Employment Conditions:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020- 2024
Qualifying Period:	6 months from commencement date.

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence

ROLE STATEMENT

The Deputy Director of Clinical Services is a key senior leadership role, working with the Director of Clinical Services to lead and manage the strategic direction and operations of Clinical Services at EWHS.

Key responsibilities include, ensuring that safe high quality services are delivered to the community through building strong teams that are skilled, engaged and dedicated to achieving this aim.

The Deputy Director of Clinical Services will work in conjunction with the quality and risk management and infection control programs and work with the clinical teams to ensure compliance with the Aged Care Quality Standards and the National Safety and Quality Health Services Standards and to deliver services which are safe and of an exceptional standard. The role has a strong focus on continuous improvement, innovation and collaboration to improve consumer care outcomes.

POSITION SPECIFIC RESPONSIBILITIES

- Together (or under the guidance of) with the Director of Clinical Services, manage the clinical services function and teams at our five campuses, including the implementation of strategies, policies and processes in relation to clinical care, clinical governance and risk management in line with the EWHS Strategic plan, legal, regulatory and accreditation requirements.
- COVID 19 Response- in conjunction with the Infection Control Coordinator
- Proactively promote an organisational culture of quality, including an evidence based quality improvement framework and valuing individuals and their contribution
- Deputise for the Director of Clinical Services when required, including developing the Safety and Quality Systems Committee agenda, Quality and Clinical Risk Committee agenda as well as attending and chairing meetings and covering planned and unplanned leave.
- Have a strong working knowledge of Clinical Governance and the Clinical Governance Framework and work with the clinical team towards achieving the goals of the framework.
- Support the senior nursing team in fulfilling their roles successfully by assisting them to focus on a culture of continuous quality improvement, which leads to the development and implementation of clinical improvements that optimise clinical outcomes for all consumers.
- Build and maintain constructive relationships with key stakeholders to share information, maintain knowledge of emerging workplace issues, trends and to influence the resolution of issues.
- Assist the Director of Clinical Services to provide accurate KPI data to both internal committees and external agencies
- Role model, mentor and support clinical team members in relation to the goals of the EWHS strategic plan
- Engage with team members and consumers to actively seek feedback and implement improvements
- Encourage team members to problem solves and develop solutions
- Fosters new ideas in order to achieve continuous improvement
- Meet with the Director of Clinical Services on a regular basis to discuss clinical issues and progress towards meeting the goals of the EWHS strategic plan.

Quality / Safety and Risk Management

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet Accreditation Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the general public by adhering to the Health Service Infection Control policies and procedures.
- Cooperate with the EWHS's Occupational Health and Safety policies and to participate in appropriate safety education and evaluation activities.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

- Compliance with the Education Training Schedule (ETS).
- Maintains practice within framework established by legislation, national and state policy.
- Recognises areas of strength and areas for development.
- Takes part in personal development plans with manager.
- Shares knowledge willingly

KEY BEHAVIORAL COMPETANCIES

- | | |
|--------------------------|----------------------------|
| • Organisational agility | • Building effective teams |
| • Conflict management | • Motivating others |
| • Perspective | • Drive for results |

KEY SELECTION CRITERIA

- Registered Nurse with AHPRA
- Previous experience in a Senior Nurse Manager role.
- Post Graduate Qualifications in a health related field
- Excellent verbal and written communication skills.
- Ability to build rapport and trust with people across the organisation.
- Highly developed values-based leadership attributes.
- Knowledge and previous application of governance and risk management systems, such as Quality and Accreditation, Corporate/Clinical Governance policy development and Operational Risk Management.
- A current National Police Check or ability to obtain a satisfactory check.
- Evidence of recent annual influenza immunisation or willingness to obtain

The Deputy Director of Nursing at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- Ability to comply with the "Behavioural Outcomes" for this role.
- A Working with Children Check.

East Wimmera Health Service

STANDARDS OF BEHAVIOUR

Our staff will always:

Our staff will not:

Together	<ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare 	<ul style="list-style-type: none"> • Be self-centered • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload
Honesty	<ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable 	<ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Be lazy
Empathy	<ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding 	<ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer
Community	<ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern 	<ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive
Open	<ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues 	<ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues
Respect	<ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions 	<ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour
Excellence	<ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do 	<ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct



RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
<u>Work Environment</u>	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes	✓			
• Clinical areas		✓		
• Travelling or Driving in cars on a regular basis	✓			
<u>Work Activity</u>				
• Manage demanding and changing workloads and competing priorities			✓	
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time			✓	
• Sitting at the computer for extended periods of time		✓		
• Sitting in meetings for extended periods of time		✓		
• Use of technology including photocopiers, telephones			✓	
• Undertake manual handling of equipment	✓			
• Patient Handling (<i>No Lift Program operates throughout EWHS</i>)	✓			
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)				✓
<u>Work relationships</u>				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments			✓	
• Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives 	✓	✓	✓	



Cultivating Healthy Communities

I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print) _____

Signature _____

Date _____

Document Control	
Executive Sponsor: Director of Clinical Services	
Manager Responsible: Director of Clinical Services	
Author(s): Director of Clinical Services	
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