

POSITION DESCRIPTION

Position Title:	Director of Clinical Services
Department:	Royal Rehab Private Petersham
Location:	Royal Rehab Private Petersham, 275 Addison Rd, Petersham, NSW

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	No
Vaccination Category required:	Category A
Online Driving Record Check required:	No
NDIS Worker Screening Check required:	Yes

Position Purpose:
<p>The Director of Clinical Services (DCS) works in collaboration with the Executive team to provide key clinical and operational direction in line with the organisational strategy and to deliver patient centred care. The DCS will lead all Clinical and on-site related services to deliver best practice care which is reflected by positive patient outcomes. This is a pivotal role and will work with others to manage site related issues, clinical governance and risk management.</p> <p>The Director of Clinical Services is responsible for ensuring that strategic, operational, quality and budgetary KPI targets are met for all areas of responsibility. Reporting to the Executive Director Hospitals the role holds line management responsibility for private inpatient and day services, outpatient services, organisational nursing and allied health workforce (including education) infection control and disaster preparedness and response.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Role model constructive leadership behaviours, coach managers, and build a collaborative culture with high performing teams, • Monitor and achieve agreed performance targets for the Hospital and achieve excellence in the delivery of clinical services, • Promote and maintain high levels of customer service resulting in improved client satisfaction, • Promote and ensure clinical and corporate governance is embedded as a business-as-usual strategy, • Lead the nursing and allied health services to ensure statutory requirements are met, • Ensure effective delegation of day-to-day nursing and allied health management functions.

Organisation Context:
<p>Royal Rehab Private Petersham is a 37-bed private hospital specialising in multidisciplinary medical rehabilitation for both inpatients and day patients. Specialty programs include stroke and neurological rehabilitation, orthopaedic rehabilitation and reconditioning.</p>

Organisational Relationships:

Reports to:	Executive Director, Hospitals
Responsible for:	Nursing Unit Manager, Allied Health Manager, Rehab Care Coordinators, Administration staff

Performance Review & Development Planning:

Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

Qualifications, Skills & Experience:
Essential

- Registered Nurse – full registration with AHPRA.
- Appropriate graduate qualifications and, preferably post graduate qualifications in a relevant healthcare related discipline.
- Meet requirements for Director of Nursing as outlined in the Private Health Facilities Regulation 2017 (5 years post basic or post graduate nursing experience & 1-year administrative experience in a position equivalent to or more senior than a Nursing Unit Manager in a private health facility or a public hospital).
- Previous senior healthcare leadership and management experience with a strong track record in building synergistic multidisciplinary teams.
- Strong understanding of hospital finances and a commercial orientation.
- Demonstrated experience in providing constructive, collaborative and effective leadership and management.
- Experience in clinical governance, continuous improvement, quality initiatives and customer service excellence.
- Demonstrated highly developed and innovative problem solving, negotiation and analytical skills.
- Comprehensive understanding of the National Safety and Quality Health Care Standards and ability to manage resources to deliver safe and high-quality care.
- Strong understanding of rehabilitation needs for patients with complex disability, severe injury or high health care needs.
- Excellent IT skills and ability to interpret business data.

Desirable

- Previous Experience as a Hospital Executive/Director of Clinical Services.
- A detailed understanding of contemporary rehabilitation

Key Internal & External Relationships:

Internal	Executive Leadership Team, Medical Advisory Council, Senior Management Teams, Finance Managers- Hospitals, Business unit leaders, staff and contractors.
External	SLHD, Referring Specialists and GPs, key hospital referrers, industry agencies and professional bodies.

Delegations/Authority	
Budget	As defined in annual approved budgets
Financial Delegations	As defined by the Delegations Authority policy

Key Responsibility Areas	
Key Area of Accountability	Specific Tasks and Responsibilities
Strategy and objectives	<ul style="list-style-type: none"> Develop the clinical services operational plan, in consultation with the COO, Executive Leadership, and General Management teams. Lead the team's implementation and achievement of the objectives within the operational plan and associated business plans within the Royal Rehab Private Petersham business unit.
Leadership & Teamwork	<ul style="list-style-type: none"> Demonstrate strong interpersonal skills to build relationships and earn the trust and respect of colleagues and external stakeholders. Promotes an effective, safe, skilled, and cooperative interdisciplinary team. Provides leadership to enhance clinical service delivery, performance outcomes with a focus on customer service. Provides a culture that promotes the values of the organisation. Promotes the organisation and its reputation to key customers and community. Proactively participates in team meetings, objective setting, and review of practice. Provides an active presence in the facility being approachable, visible and interactive. Identify and mediate potential and actual conflict.
Finance Management	<ul style="list-style-type: none"> Achieve financial and operational KPI's for cost centres within areas of responsibility associated with various contracts and agreements. Ensures managers are supported with budgetary information and analysis to manage their areas of responsibility. Proactively manages and redirects labour and material resource costs as required. Manages budgets through cost effective purchasing and allocation of resources. Implements initiatives to achieve KPI targets. Reviews financial reports. Works in partnership with Finance Manager and Executive Team to develop budgets and establish targets for areas of responsibility.
Business growth and development	<ul style="list-style-type: none"> Identify and execute growth and business development opportunities. Represent the business at industry forums promoting the brand and organisational wide services.
Governance and Quality Systems	<ul style="list-style-type: none"> Lead the implementation and maintenance of quality and governance frameworks positively impacting clinical services. Lead, promote and manage the ongoing clinical accreditation quality criteria and standards within the business unit.
Human Resource Management	<ul style="list-style-type: none"> Promote and participate in ongoing workforce planning and development. Lead, develop and implement nursing and clinical recruitment, retention, professional development and workforce plans to meet current and future needs.

	<ul style="list-style-type: none"> • Ensures all mandatory training requirements are met. • Ensures infection control requirement for the facility meets best practice. • Monitor and evaluate performance of staff and manage performance issues as required.
Quality Improvement and Risk Management	<ul style="list-style-type: none"> • The Director of Clinical Services has a legal obligation and responsibility to take reasonable care to protect his/her own health and safety and the safety of others who may be affected by his/her actions or omissions. This will be demonstrated by following specific safe work practices relevant to the work of the Director of Clinical Services. In doing so, the incumbent is required to comply with all relevant Occupational Health and Safety legislation and regulations and accepts responsibility for the effective management of workplace health, safety and welfare. • Occupational Health and Safety policies are established and reviewed regularly. • There are safe working conditions and practices. • Demonstrates a commitment to quality improvement and research to drive improvement in clinical care and safety. • Develops processes to ensure risks are identified and mitigated. • Works in partnership with the Quality and Risk Management Team to meet accreditation requirements for the hospital. • Ensures compliance with all regulatory and legislative matters. • Participates in, and/or leads organisational and governance meetings, committees, audits as delegated.

GENERAL RESPONSIBILITIES	
Work Health and Safety	
<p>Royal Rehab Private Petersham is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> • Ensure that all potential hazards, accidents and incidents are identified and notified. • Ensure your own safety and that of others 	
Equity and Zero Tolerance to Bullying, Harassment and Discrimination	
<p>Royal Rehab Private Petersham upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab Private Petersham will ensure merit-based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab Private Petersham, it is your responsibility to:</p> <ul style="list-style-type: none"> • Deal with others in a fair and equitable manner free from harassment and discrimination • Ensure that a working environment free from sexual or any other harassment is recognised as a basic right 	
Principles of Multiculturalism	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> • Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language. • Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required. • Abide by the principles of the Multiculturalism Act 2000 • Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility 	

Code of Conduct

Royal Rehab Private Petersham requires a professional standard of behaviour from staff which:

- Demonstrates respect for the right of the individual and the community.
- Promotes and maintains public confidence and trust in the work of the Centre.

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

Safety & Continuous Quality Improvement

All employees of Royal Rehab Private Petersham are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab Private Petersham participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab Private Petersham.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab Private Petersham values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine with all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab Private Petersham will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

Smoke Free Policy

Royal Rehab Private Petersham is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Private Petersham Policies and Procedures

It is a requirement that all Royal Rehab Private Petersham employees read, understand and adhere to Royal Rehab Private Petersham policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

Job Demands Checklist
Frequency Definitions

O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more than 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels					✓
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery					✓
Hand/arm movement	Tasks involve use of hands/arms i.e., stacking, reaching, typing, mopping, sweeping, sorting, inspecting		✓			
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about					✓
Driving	Tasks involve operating any motor-powered vehicle					✓
Sitting	Tasks involve remaining in a seated position during task performance			✓		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended					✓
Walking/running	Tasks involve walking or running on even surfaces		✓			
	Tasks involve walking on uneven surfaces					✓
	Tasks involve walking up steep slopes	✓				
	Tasks involve walking down steep slopes	✓				
	Tasks involve walking whilst pushing/pulling objects					✓
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees					✓
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground					✓
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands					✓
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg					✓

	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓
Grasping	Tasks involve gripping, holding, clasping with fingers or hands					✓
Manual dexterity	Tasks involve fine finger movements i.e., keyboard operation, writing				✓	
Sensory Demands						
Sight	Tasks involve use of eyes as an integral part of task performance. i.e., looking at screen/keyboard in computer operations			✓		
Hearing	Tasks involve working in a noisy area i.e., boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e., working with chemicals					✓
Taste	Tasks Involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance					✓
Psychological Demands						
	Tasks involve interacting with distressed people	✓				
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited	✓				
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals						
Dust	Tasks involve working with dust i.e., sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e., which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g., dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation	✓				
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g., glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight			✓		
Temperature	Tasks involve working in temperature extremes e.g., working in a cool room, working outdoors, boiler room	✓				
Confined spaces	Tasks involve working in confined spaces	✓				
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping					✓
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling					✓
Noise	Tasks involve working in a noisy environment	✓				
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light					✓
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids					✓

Other Issues						
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment					✓
Safety critical issues	Tasks involve responsibility for safety of others					✓

Document Control (Hiring Manager use only)	
Effective Date:	Authorised By:

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

Name

Signature

_____ / _____ / _____

Date