

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Clinical Risk Partner – Aged Care
<b>Award Classification:</b>	ZA7 CNC C Year 1 Grade 4 Allied Health equivalent e.g. Health Professionals award VB24 Grade 4 HS5 Administrative Officer Grade 5
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers), Registered Nurses and Midwives (22) (Nursing and Midwives Victorian Public Health Sector) Single Interest Employers) Enterprise Agreement 2024-2028) or Allied Health equivalent
<b>Position Reports to:</b>	Operationally to Deputy Director Clinical Governance Quality & Accreditation Professionally to relevant Profession lead

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high-quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs.

Under the Aged Care Act 2024 and the Strengthened Aged Care Quality Standards, Eastern Health is registered as a single provider of Aged Care Services. This includes multiple services across programs, including Residential Aged Care Services, Transition Care Program and Commonwealth Home Support Services.

Our promise

# Healthier together



## 1. POSITION PURPOSE

The Clinical Risk Partner (CRP) – Aged Care reports to the Deputy Director, Clinical Governance Quality & Accreditation Systems and provides expert clinical governance leadership to support Eastern Health’s compliance with the Aged Care Act 2024 and the Strengthened Aged Care Quality Standards across hospital-delivered aged care services.

The role leads organisational readiness for accreditation and re-registration, identifies and manages system-level compliance risks, and provides assurance to executive leaders and governance committees. Working in partnership with clinical governance & risk partners, operational leaders, and corporate support services, the CRP – Aged Care supports the development, implementation, and monitoring of governance systems that enable safe, high-quality, and consumer-centred aged care services.

The Clinical Risk Partner supports the development and review of organisational policies, guidelines, and frameworks relevant to aged care standards, ensuring alignment with best practice evidence, legislative requirements, and the Eastern Health Clinical Governance Framework. The role contributes to continuous improvement by supporting performance monitoring, benchmarking, and governance oversight to strengthen organisational assurance and capability.

The Clinical Risk Partner uses and applies the Eastern Health Improving Performance Together Framework and quality management systems to ensure organisational capability and commitment to continuous improvement. They will oversee the development and monitoring of organisational performance measures and external benchmarking targets, and support relevant governance committees to benchmark organisation-wide performance, identify variance in clinical practice, and recommend actions to address system-level risks through active or periodic monitoring.

The Clinical Governance team operates within a partnered model that enables reciprocal leave cover and continuity across portfolios. The Clinical Risk Partner may provide short-term support to other Clinical Governance portfolio areas during periods of planned leave or increased service demand and similarly receive support for the Aged Care portfolio when required. Such arrangements may include governance activities, accreditation readiness, or risk and assurance functions as directed by the Director Clinical Governance. Professional supervision is supported relevant to the position holder’s professional background.

The CRP Aged Care is a clinically focused and visible role with the flexibility of hybrid 3 days onsite/2 days work from home (pro-rata) when role responsibilities allow or as requested by the Director Clinical Governance. The role may be based in Box Hill with travel required to other Eastern Health sites.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

### Regulatory Compliance & Accreditation

- Interpret and operationalise regulatory requirements across hospital-delivered aged care services,

- Lead organisational preparedness for accreditation and review against the Aged Care Quality Standards and other relevant industry standards to ensure there is an accurate, timely and coordinated approach to the coordination of evidence for accreditation and periodic review.
- Support Directorate, Service and Program safety, quality and accreditation readiness for Aged Care Services
- Coordinate Eastern Health’s registration submissions, self-assessments, evidence collation, and site visit preparation
- Monitor legislative and regulatory changes and advise executive and service leaders on implications utilising Health Legal services for legislative updates
- Co-ordinate completion of legislative compliance checklists and required legislative compliance attestations

### **Governance, Risk & Assurance**

- Identify compliance risks and work in partnership with services to implement mitigation strategies.
- Provide expert advice to committees on aged care regulatory compliance and risk exposure.
- Co-ordinate required reporting and performance monitoring to the Executive and the Board as the governing body
- Support the relevant governance committee to build effective consultation and communication processes with consumers in the development of standards, information materials, and performance monitoring and improvement work.
- Support the relevant governance committee to identify, assess and manage relevant system risks in accordance with the enterprise risk system.

### **Audit, Monitoring & Continuous Improvement**

- Lead targeted audits and reviews to assess adherence to aged care standards.
- Analyse trends, incidents, complaints, and feedback to identify systemic compliance risks.
- Drive improvement initiatives that strengthen safety, quality, and consumer-centred care.
- Ensure relevant actions and recommendations from incident investigations are included in the relevant Improvement & Innovation Plan (IIP) and their implementation is tracked and monitored.
- Utilise Eastern Health’s Improving Performance Together Framework and quality and safety management systems and processes to ensure organisational capability and improve the quality of care and governance oversight of performance in relation to the clinical risk

### **Policy & Documentation Oversight**

- Ensure service provider policies, procedures, and consumer information meet aged care regulatory expectations and reflect Eastern Health practice and policies
- Collaborate with Clinical Governance Partners and service specific staff to ensure local guidelines are aligned with regulatory requirements
- Provide guidance on evidence requirements and documentation standards for accreditation

## **Stakeholder Engagement & Capability Building**

- Partner with clinical leaders, operational managers, and corporate services to embed compliance requirements
- Provide education and advice and develop resources on aged care standards and regulatory obligations
- Support services to interpret requirements and implement sustainable compliance practices.
- Liaise with external regulators and accreditation bodies as required – associated providers
- Collaborate with the Eastern Health Institute Directorate on the development of the training and development programs relating to the clinical risk area in consultation.
- Support training and capability building for Responsible persons as it relates to compliance with the Aged Care Act/Strengthened Aged Care Standards

## **Consumer-Centred Compliance**

- Ensure compliance activities incorporate consumer experience, feedback, and rights-based approaches.
- Support integration of consumer partnership principles in aged care services.
- Promote transparency and responsiveness to consumer concerns and complaints.

## **3. SAFE PRACTICE AND ENVIRONMENT**

### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

## **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

## 5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

## 6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## 7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## 8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of ongoing self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care

- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

**10. ATTACHMENTS**

- Attachment 1 Key Selection Criteria

**11. NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

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

Manager

**INCUMBENT STATEMENT**

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

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

## ATTACHMENT 1

### KEY SELECTION CRITERIA

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#### Essential

- Registration with the relevant Australian Health Practitioner Regulation Agency (AHPRA) or professional association.
- Demonstrated experience working in, or providing governance oversight of, aged care services, including familiarity with aged care regulatory requirements, accreditation processes, and person-centred care principles
- Proven expertise in the use of quality management systems, including accreditation, risk management, audit, compliance and continuous improvement processes.
- Highly developed consultation, collaboration, and stakeholder engagement skills, with the ability to work in partnership across clinical, operational, and corporate teams.
- Demonstrated ability to lead or coordinate the development, review, and implementation of policies, procedures, and guidelines, with an understanding of translating evidence into clinical practice.
- Well-developed written and verbal communication skills, with the ability to prepare high-quality reports, briefings, and advice for executive and governance audiences.
- Demonstrated experience in measurement, monitoring, and reporting of safety and quality performance, including the ability to analyse data, identify trends, and use information to inform improvement and assurance activities.

#### Desirable

- Demonstrated advanced ability to liaise with external regulators, accreditation bodies, and system partners.
- Postgraduate or higher qualifications relevant to the role (e.g. clinical governance, quality and safety, clinical risk, health service management, or aged care).

- Demonstrates a high degree of clinical expertise, including of recent research, new developments, and evidence-based practice in the management of designated Clinical Risk portfolio.

### **Aboriginal & Torres Strait Islander Candidates**

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.*

*An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)*