

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Generic PD: Clinical Governance Partner
<b>Award Classification:</b>	Administrative Officer – Grade 5 (HS5), or ZA7 – RN G5 CLIN CONS Y1 or Grade 4 yr1 Allied Health equivalent
<b>Award / Agreement Name:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employer) Enterprise Agreement 2021-2025  Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028  Allied Health Professionals (Victorian Public Health Sector) Single Interest Agreement 2021-2026  Medical Scientist, Pharmacists and Psychologist EBA 2021 - 2025
<b>Position Reports to:</b>	Allocated Deputy Director (refer to Attachment 2) through to the Director Clinical Governance

### 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



## 1. POSITION PURPOSE

The Clinical Governance Partner reports to the allocated Deputy Director, Clinical Governance through to the Director Clinical Governance, working in conjunction with the Senior Medical Advisor Clinical Governance (as per the Portfolio and reporting matrix- attachment 2). The roles provide leadership in developing a culture and capability for continuous improvement and ensuring a focus on patient quality and safety to achieve performance targets and organisational objectives of the directorates and programs. The Clinical Governance Partners (CGP) for the Programs will work in conjunction with the Eastern Health Executive, Directorate, Program Directors, Clinical Directors, Clinical Heads of units and DDOs/APDs of the program/ services to provide leadership that will drive performance improvement and innovation across the designated directorate, programs/services and ensure the services focus on patient quality and safety.

The Clinical Governance Partner for Corporate and Professionals portfolio includes Clinical Governance support for the Corporate Directorates office of the Chief Executive and the three professions in alignment with the Executive structure.

The Clinical Governance Partner (CGP) will provide a point of contact for any directorate or program/ site specific quality and safety issues. The CGP will also provide leave cover for the CGPs across other programs, and work across programs within the Clinical Governance Directorate in the instance of any structural realignment of programs and services (refer to Attachment 2).

It is a clinical role with the flexibility of hybrid 3 days onsite/2days work from home (pro-rata) when role responsibilities allow or as requested by the Director Clinical Governance.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The Clinical Governance Partner role (Program and Corporate) entails leadership in working with the Executive, Directorates and Program Clinical and Operational Directors / DON/ DDO/ APDs and other staff within the allocated Directorate and Program to ensure the Programs and services will:

1. Establish and sustain operating systems that are consistent with the Organisational performance management framework and the Clinical Governance framework for Eastern Health including the oversight of the program Quality and Strategy committees and Mortality and morbidity committees.
2. Effectively participate in EH Strategic, Service and Operations and Business planning processes and comply with planning and reporting requirements
3. Effectively manage risks in accordance with the EH Risk management system
4. Achieve its continuous improvement targets and priorities in accordance with the EH continuous improvement framework, methodology and reporting requirements
5. Support the Program in implementing the Appropriate and effective care standard, including the identification of relevant performance standards, performance measures for monitoring safety and quality and program score card and the facility performance Boards.
6. Manage quality and safety in accordance with the EH quality and safety systems including:

- a. Standards for quality and safety including policies, guidelines, standards of practice, performance indicators
  - b. Development and implementation of the Patient experience of care program and consumer, carer and community participation
  - c. Incident management (monitoring and management of variation and error in the quality and safety of clinical care) including Serious Incident Response Scheme (SIRS), Sentinel Events (SE), Serious Adverse Patient Events (SAPSE), Adverse Patient Safety Events (APSE), and management of processes to enable practices to be in alignment with Statutory Duty of Candour and Open Disclosure expectations.
  - d. Mortality and morbidity reviews and systems
  - e. Monitoring and evaluation of safety and quality of clinical care, including audit and legislative compliance.
  - f. Supporting improvements using EH improvement methodology
  - g. Implementation of the ward/department/service governance program
  - h. Enabling participation in benchmarking and the clinical indicator program and monitoring and improving performance
7. Ensure systems and capability is in place to meet the accreditation and legislative standards including ward governance program, point of care audit, use of Standard work for Leaders and for continuous improvement. These include the National safety and Quality in Healthcare and Aged Care Quality Standards.
  8. Manage any facility specific patient quality and safety issues.
  9. **Provide** serious incident case load and portfolio support as required co-ordinated by the Deputy Director Patient Safety.
  10. Support Directorate and Program Safety and Quality everyday and accreditation readiness and in accordance with attachment 2 portfolio and reporting matrix.
  11. Provide leave and work cover for the Clinical Governance team (including the Leads and Deputy Director roles depending on appropriate levels of experience) as directed by Director Clinical Governance.
  12. Professional supervision provided in accordance with the portfolio and reporting matrix attachment 2.

### **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 Compensations (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 centered 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 on the basis of 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 on-going 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
- Attachment 2 Portfolio and Reporting Matrix

## 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

<b>Position Title:</b>	Clinical Governance Partner (CGP)
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## Essential

- Knowledge of the National Safety and Quality standards and Industry Standards and legislation, demonstrated experience in implementing and sustaining a culture of safety and quality in health care setting and knowledge and understanding of accreditation process
- Graduate qualifications in a relevant discipline, health services management or other relevant qualification(s).
- Experience in developing, implementing and monitoring incident management system, in particular undertaking incident investigation and root cause analysis.
- Demonstrated ability to coach and supervise staff to undertake incident investigation using agreed methodology
- Experience and / or knowledge to support mortality and morbidity reviews
- Extensive knowledge of a performance excellence approach to patient quality and safety management
- Extensive knowledge of clinical risk management
- Demonstrated ability to engage clinical leaders in patient safety initiatives
- Management experience within a large, complex healthcare or other relevant organisation
- Demonstrated leadership and facilitation skills.
- Demonstrated understanding of planning and continuous improvement of quality and safety
- Proven track record in developing clinical and performance indicators and audits
- Excellent communication and interpersonal skills both written and verbal
- Demonstrated ability to understand change and the dynamics of a large, complex health care organisation
- Advanced skills in data management and in particular ability to extract data into meaningful reports from incident reports (VHIMS) and benchmarked reports.
- Previous experience within the health care sector
- Computer literacy and advanced skills in excel and data bases
- Ability to prioritise competing demands and meet deadlines

- Ability to influence change in a collaborative and highly professional environment

#### **Desirable**

- Knowledge and experience in risk management approaches & methodologies.
- Post graduate qualifications in quality management

#### **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)*

**ATTACHMENT 2**

**Roles & responsibilities and reporting matrix**

Title	Dual Reporting	Professional Supervision	Portfolio Teams & Cover	Every Day & Accreditation Readiness Support (as per structure diagram)
Executive Director Medical Clinical Governance / CMO	CEO		SMA DCG	
Director Clinical Governance (DCG)	ED MCG	CMO / EDNM, RACS & SS	Dputy Directors	
Senior Medical Advisor	SMA	CMO	ED Clin Gov/CMO	
<b>Deputy Directors, Co-ordinator &amp; Admin</b>				
Clinical Governance PA	DCG	DCG	SAA	
Dputy Director Clinical Governance, Quality & Accreditation Systems (DDQA)	DCG	DCG / Nursing - CNMO	DDQP or DDS	
Dputy Director Clinical Governance, Quality & Policy Systems (DDQP)	DCG	DCG / Nursing - CNMO	DDQA or DDS	
Dputy Director Clinical Governance, Quality & Patient Safety Systems (DDQPS)	DCG	DCG/Nursing -CNMO	PSL or DDs	
Patient Safety Lead (PSL)	DCG	DCG / Nursing -CNMO	DDPS or DDs	
Data & Systems Lead (DSL)	DCG	DCG	DDQP or DDs	
Clinical Governance Projects Lead	DCG	Allied Health Governance and Practice Director - Janice McKeever.	DDQA or DDs	
Systems Administrative Assistant (SAA)	DDPS		CGPA	Dual Reporting to the 3 DD roles with Operational to DDPS
<b>Clinical Governance Partners</b>	DDPS			
<b>Clinical Operations</b>				
Medicine - Spec Med & Cancer		Nursing - DON Box Hill	Medicine	Comp Care
Medicine - General & Complex and Continuing Care inc. CGP over-arching stream support		Nursing - DON Box Hill	Medicine	Clinical Deterioration
Critical Care Access			Surgery & WC	Blood Mx
Surgery & Anaesthetics		Nursing - DON/MW BH	WC & Critical Care & Access	Medication Safety
Women's & Childrens		Nursing - DON/MW BH	Surgery & Critical Care & Access	
Care @ Home, Spec Clinics		AH GP Director	RACS	Comp Care Risk Ax CP,
RACS		Nursing - DON BoxHill	Care @ Home	Falls, HN &PI
<b>Clinical Governance Partners - Corporate &amp; Professions</b>	DDQP			
<b>Mental Health &amp; Clinical Support</b>				
Corporate - EH Institute, Infrastructure & Digital, NMW & SS (0.6 EFT)		DCG	Corporate	IPAC
Corporate - Medical Clin Gov, P & C, AH Imp & Experience, Finance & Procurement (0.7EFT)		AH GP Director	Corporate	Communicating for Safety
Mental Health & SWS(1.0)		Nursing - DON BoxHill	Mental Health SWS	First Nations Health
Mental Health & SWS (0.8) - including overarching CGP stream support		APD Pharmacy & QUM	Mental Health SWS	
Pathology		Scientists - Jo Wiid	Imaging/Pharmacy	
Medical Imaging/Pharmacy		Scientists - Claire Du Jardin	Pathology	
<b>Clinical Risk Partners</b>	DDAS			
Infection Prevention		AH GP Director	Communicating for Safety	
Blood Management (0.8EFT)		Nursing - DON BoxHill	Medication Safety	
Comprehensive Care - Risk Ax, Careplan, EOLC support (0.8 EFT)		Nursing - DON BoxHill	Comp Care Falls & HN & PI	
Comprehensive Care - Falls (0.6 EFT)		AH GP Director	Comp Care Risk Ax CP & HN & PI	
Comprehensive Care - Hydration, Nutrition & PI (0.6 EFT)		AH GP Director	Comp Care Risk Ax CP & Falls	
Comprehensive Care - BOC, OVA & Delirium		Nursing - DON BoxHill	Clinical Deterioration in Comp Care	
Clinical Deterioration in Comprehensive Care		Nursing - DON BoxHill	Comp Care BOC, OVA & Delirium	
Communicating for Safety		Nursing - DON BoxHill	Infection Prevention & Control	
<b>Dual Reporting</b>	DDAS			
Medication Safety & Quality Use of Medicines	w/Director Pharmacy	Associate Program Director Pharmacy Quality Use of Medicines	Blood Mx & APD Pharmacy QUM	Dual Reporting Operational Mx Pharmacy
First Nations Health	w/Director FNH	AH GP Director	CompCare & FNH	Dual Reporting Operational Mx Director First Nations Health