

## Position Description: Director of Quality and Clinical Governance

**Designation:**

Director of Quality and Clinical Governance

**Programme/Unit:**

Quality Programme

**Purpose of Position:**

The Director of Quality and Clinical Governance is responsible for providing leadership, direction, coordination and management of Quality and Clinical Risk systems and activities within Albury Wodonga Health (AWH).

**Organisational Environment/Reporting Relationships:**

The Director will work in collaboration with Executive and Senior Employees in relation to delivering quality care and service throughout AWH. This position reports directly to the Director of Medical Services.

The Director will supervise and manage all staff within the Quality Unit.

**Primary Responsibilities:**

1. Contribute to high quality and safe patient care by ensuring that effective Clinical Governance structures operate within the organization.
2. Coordinate and provide reporting of quality and clinical risk activities and performance to internal and external stakeholders as required.
3. Provide direction, support, education, tools and resources to promote and facilitate Quality Improvement activities at all levels and across all departments within AWH, including joint activities with service partners including:
  - Support and encourage research when appropriate.
  - Encourage department-based quality activities.
  - Contribute to organisation improvement processes and projects through the use of quality tools and processes.
  - Lead work groups and chair meetings as required.
4. In conjunction with the Board of Directors and Executive staff, develop, implement and manage the clinical risk framework for the organization.
5. Lead and coordinate the process of accreditation through the Australian Council on Health Care Standards.
6. Assume responsibility for the management of operational documentation across AWH, including systems for development, approval, revision and implementation of AWH policies, procedures and protocols.
7. Develop and manage the AWH incident management system, including Sentinel Event reporting and Root Cause Analyses.
8. Promote best practice in Complaints/Feedback management systems across AWH.
9. Ensure that Victorian Department of Health requirements of Quality and Clinical Risk Programmes are fulfilled.

10. Manage the relationship with the Victorian Managed Insurance Authority (VMIA) in relation to Clinical Governance and medico-legal issues and ensure that all AWH obligations are met.
11. Assume management responsibilities for the Quality Department including Human Resource Management (recruitment, performance review, professional development, etc.) and cost centre management (development and monitoring of department budget).

**Specific Delegations:**

As agreed in consultation with Director of Medical Services.

**Performance Appraisal/ Review:**

Performance review will be conducted three months after commencement and at least annually thereafter.

**KEY SELECTION CRITERIA**

**Mandatory Criteria**

- Demonstrates a broad clinical background and holds a relevant health qualification.
- Proven ability to provide leadership and coordination within a multidisciplinary environment.
- Demonstrated ability to develop effective working relationships with a range of people both within and beyond the organization.
- Possesses and demonstrates a sound understanding of Quality Improvement and Risk Management principles.
- Possesses current knowledge of health care accreditation systems.
- Demonstrates high level organisational ability including the ability to set priorities and achieve results, to work autonomously and meet deadlines.
- Ability to develop and work in a highly functional, outcome-focused team.
- Possesses high level communication and interpersonal skills, showing initiative and enthusiasm in providing consultation relating to Quality, Risk and Accreditation Programmes
- Ability to develop and implement initiatives that will promote continuous quality improvement and achieve the requirements for quality and risk management in Victorian Public Healthcare Organisations.
- Possesses well developed analytical and planning skills.
- Proven ability to manage complex information systems and to facilitate engagement of relevant individuals and groups associated with the organisation to participate in the development or ongoing management of that system.
- Possesses an understanding of the role of and issues associated with management of operational documentation within a health care service.

It is a condition of appointment that the occupant of this role possesses a current and valid driver's licence. This position may be required to attend any site within Albury Wodonga Health in order to meet the requirements of the role.