

Position Description

Position Summary

Position Title	Head of Clinical Services
Program	Clinical Services
Enterprise Agreement / Award	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services Multi-Employer) Enterprise Agreement 2022-2026
Classification	HSU 7
Reports To	Chief Operating Officer
Ordinary Location	23 Lennox Street, Richmond, VIC
Immunisation Requirements	Category C

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: www.nrch.com.au

Position Purpose

The Head of Clinical Services will provide key management and oversight of all clinical services programs across North Richmond Community Health (NRCH), excluding the Medically Supervised Injecting Room (MSIR). The role will be part of the Executive table and support the organisation to meet its Strategic Objectives.

The role will support the organisation in driving professional culture change across the entire organisation and embedding the principles of service integration across NRCH, ensuring we meet all legislative, accreditation and funding targets and objectives.

The role is responsible and accountable for providing oversight of professional and quality standards, workforce development, financial and resource allocation for relevant clinical services, including the support of clinical governance. The role will oversee the organisation's ongoing operations and service development of Community Health clinical services which may include Allied Health, Counselling and Casework, Dental, Medical, Post Acute Care, and other clinical services as deemed applicable.

Key Responsibilities

Providing Clinical Services leadership across NRCH

- Management and oversight of the NRCH Clinical Services division at strategic and operational levels; including review of services provided, benchmarking with other similar organisations, expanding Clinical Services profile and scope, day to day management of services, including comprehensive management of the Program budgets and staff.
- Lead clinical services that support positive consumer experience.
- Undertake, manage and be accountable for staff performance management, contractual compliance and embedding the Code of Conduct.

- Champion the organisation’s support of staff by advocating NRCH safety and wellbeing programs.
- Management of compliance activities, reporting deadlines and accreditation requirements ensuring all standards of practice, policies, protocols and procedures are developed to specified standards.
- Actively seek additional grants and/or alternative funding streams for expanding clinical health services; with collaborative planning and submission writing with stakeholders, effective project management and timely reporting and evaluations.
- Manage the budget for the clinical services division.
- Contribute to Executive management of the organisation through collaborative planning, reviews, evaluation and peer support.
- Act as a resource person encouraging leadership, improvement, accountability and problem solving among staff, as well as fostering collaboration across the organisation.
- Act as a resource for clinical services experience matters and actively support the continuum of care and integration across the full suite of NRCH services.

Contribute to the Executive management of the organisation

- Lead collaborative reviews, evaluation, incident reporting and peer support
- Support the organisation’s strategic plan and work to achieve its goals through monitoring operational plans addressing the strategic risks identified by the Executive team
- Lead, develop and maintain strong partnerships and relationships with all stakeholders, both internal and external, who may contribute to enhancing clinical services.
- Responsible for developing NRCH service integration in collaboration with other Senior Leaders to ensure that all programs address the social determinants of health and focus on consumer centred practice and improving client experience and outcomes.
- Commitment to the provision of a safe working environment for staff and contractors.

KEY SELECTION CRITERIA	
Qualifications	
Essential	<ul style="list-style-type: none"> • Qualifications or equivalent in Clinical Health/Community Development and/or Business
Experience	
Essential	<ul style="list-style-type: none"> • Relevant experience in a leadership and management role within a Community Health Setting or equivalent with significant experience in managing clinical services. • Demonstrated skills in strategic and business planning processes, critical thinking and decision making to operationalise strategy into outcomes • Capacity to build strong partnerships and maintain relationships with key stakeholders • Highly developed conceptual and negotiation skills and a capacity to formulate innovative solutions • Demonstrated knowledge of Community Health Services

	<ul style="list-style-type: none"> • Demonstrated knowledge of current health issues and political environment. • Demonstrated capacity to lead and influence people and meet outcomes through complex change cycles in the organisation
Attributes, Qualities and Skills	
Essential	<ul style="list-style-type: none"> • Excellent interpersonal communication skills • A high level of sensitivity and respect for a culturally diverse community experiencing a high level of disadvantage • Forward thinking and proactive leadership that leads by example and empowers teams and individual staff to create and drive innovation • Ability to work collaboratively with the executive group through open communication and shared decision making and accountability

Required Competencies, Core Values and Behaviours

Leadership competencies:

- The ability to inspire and guide individuals including the meaningful link between NRCH's Strategic plan and the individual's role in day-to-day operations.
- The ability to build capacity within the team to develop and strengthen specific knowledge and skills needed to provide quality client care and promote self-responsibility for learning.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.
- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- The ability to present information clearly and persuasively and seek out the ideas and views of others.

An understanding of the social model of health, clients' rights and responsibilities, health promotion and community participation concepts and the ability to integrate these concepts into action within the Program.

Mandatory Employment Requirements

All NRCH employees must:

- Complete all relevant employment checks consistent with current organisation policy including:
 - **National police check** or international police check advised by NRCH.
 - **Mandatory immunisation** relevant to the roles immunisation category status
 - **Working with children check** for roles engaged in child related work.
 - **NDIS Worker Screening and** completion of the NDIS Worker Orientation Program completion (called 'Quality, Safety and You') and read & acknowledge receipt of the NDIS Code of Conduct.
- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Organisation Values, Employment Contract, Cultural Competency standards and all other policies and procedures.

- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager and complying with all health and safety policies and procedures.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				