 **POSITION DESCRIPTION**

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| **Directorate** | Canberra Health Services |  | **Reporting** **Relationships** |
| **Division** | Strategy & Governance |  |  | Executive Branch Manager, Strategy and Governance |  |
| **Business Unit** | Internal Audit and Risk |  |  |  |  |
| **Position Number** | P04543 |  |  |  |
| **Position Title** | Director, Risk Management |  |  | Senior Director, Internal Audit and Risk |  |
| **Classification** | HP 5 |  |  |  |  |
| **Location**  | Garran – hybrid working arrangements |  |  |  |
| **Last Reviewed** | 03/05/2024 |  |  | Director, Risk Management |  |

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary and community‐based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the [CHS website](https://www.canberrahealthservices.act.gov.au/).

Our **Vision**: creating exceptional health care together

Our **Role**: to be a health service that is trusted by our community

Our **Values**: Reliable, Progressive, Respectful and Kind

# POSITION OVERVIEW

Very few teams can say they are responsible for helping set the future direction of a large organisation. The Strategy and Governance Branch is one of the few teams that can. The Branch leads and supports the development and implementation of organisation wide strategy and related projects. The division includes Policy, Government Relations, Internal Audit and Risk, and Insurance and Legal Liaison areas. A great team with terrific opportunities to work on challenging and complex issues – all of which matter to our local community.

# DUTIES

Under limited direction of the Senior Director, Internal Audit and Risk, you will play a key role in strengthening the maturity of risk management across CHS, helping to maintain high standards of care, and improving the health of our community.

You will:

1. Develop, implement, and evaluate the Canberra Health Services Risk Management Program, including framework, policy, tools/templates, educational resources, and assurance activities.
2. Provide professional leadership, strategic advice, and administrative support to the CHS Executive and Senior Management on the Canberra Health Services Risk Management Framework, policy, strategic and operational risk registers, tools/templates, educational resources, assurance activities and Risk Management Standards (ISO 31000:2009) and facilitate risk assessments as directed by the Executive Committee.
3. Assist with the integration of risk management, including learnings from risk assessments into other organisational business processes, data analysis from various sources, and compilation as required for the identification and management of risks, and quality assurance processes.
4. Coordinate medical device and medicine related recalls, hazard alerts and product corrections for Canberra Health Services, including implantable devices that may require contact with primary care providers and patients.
5. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

# ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as LGBTQIA+ are particularly encouraged to apply.

**Behavioural Capabilities**

1. Experience in risk management within a large, complex, and diverse organisation.
2. Strong relationship management skills and experience
3. Flexible to accommodate change, with critical thinking and analysis.

**Position Requirements / Qualifications**

Mandatory

* Registered or eligible to be registered to practice with the Australian Health Practitioner Regulation Agency (AHPRA) or eligible for membership of a professional association.
* CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide [Digital Health Record](https://www.health.act.gov.au/digital/dhr#:~:text=The%20Digital%20Health%20Record%20will%20record%20all%20interactions%20between%20a,team%20at%20any%20service%20location.). Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates and contingencies.

Desirable

* Practical experience and/or tertiary qualifications in relation to auditing and governance such as business, commerce/accounting and risk management would be highly desirable.
* Have an understanding of how the [National Safety and Quality Health Service (NSQHS)](https://www.safetyandquality.gov.au/standards/nsqhs-standards) indicators align with this role.
* Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework,](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0005/1933187/CHS-Exceptional-Healthcare-Framework_V7_DigitalFA.pdf) [Clinical Governance Framework,](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0007/1933189/CHS-Clinical-Governance-Framework_V6_DigitalFA.pdf) [Partnering With Consumers Framework](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0008/1933181/CHS-Partnering-for-Exceptional-Care-Framework_V4_DigitalFA.pdf) and [all other related frameworks.](https://www.canberrahealthservices.act.gov.au/about-us/strategy-and-frameworks)

**Please note prior to commencement successful candidates will be required to:**

* Undergo a pre-employment National Police Check.

# WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience.

1. Proven high level knowledge and demonstrated experience in risk management, and patient safety in a large health care setting.
2. Proven high level communication, interpersonal and representational skills both written and oral with the ability to consult, educate, partner, influence, negotiate and liaise with a diverse range of stakeholders.
3. Proven effective leadership and management skills, including the ability to be proactive and flexible to deliver on organisational priorities with probity in a dynamic and changing environment with competing demands.
4. Highly developed analytical skills, with confidence to make sound judgment on sensitive and complex matters and provide strategic advice, including through briefings and correspondence.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS’s values of reliable, progressive, respectful and kind.

# WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

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| ADMINISTRATIVE | FREQUENCY |
| Telephone use | Frequently |
| General computer use | Frequently |
| Extensive keying/data entry | Occasionally |
| Graphical/analytical based | Frequently |
| Sitting at a desk | Frequently |
| Standing for long periods  | Occasionally |

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| TRAVEL | FREQUENCY |
| Frequent travel – multiple work sites | Occasionally |
| Frequent travel – driving  | Occasionally |

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| PSYCHOSOCIAL DEMANDS  | FREQUENCY |
| Distressed People e.g. Emergency or grief situations | Never |
| Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness | Never |
| Unpredictable People e.g. Dementia, mental illness, head injuries | Never |
| Restraining e.g. involvement in physical containment of clients/consumers | Never |
| Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide | Never |

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| SPECIFIC HAZARDS  | FREQUENCY |
| Working at heights  | Never |
| Exposure to extreme temperatures  | Never |
| Operation of heavy machinery e.g. forklift | Never |
| Confined spaces | Never |
| Excessive noise | Never |
| Low lighting | Never |
| Handling of dangerous goods/equipment e.g. gases; liquids; biological.  | Never |
| Slippery or uneven surfaces | Never |

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| PHYSICAL DEMANDS | FREQUENCY |
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors  | Never |

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| MANUAL HANDLING  | FREQUENCY |
| Lifting 0 – 9kg | Occasionally |
| Lifting 10 – 15kg | Occasionally |
| Lifting 16kg+ | Never |
| Climbing | Never |
| Running | Never |
| Reaching | Occasionally |
| Kneeling | Never |
| Foot and leg movement | Never |
| Hand, arm and grasping movements  | Occasionally |
| Bending/squatting | Occasionally |
| Bend/Lean Forward from Waist/Trunk twisting | Occasionally |
| Push/pull | Never |
| Sequential repetitive movements in a short amount of time | Occasionally |

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