

## POSITION DESCRIPTION

# Deputy Director (Health Mgr Lvl 5) - Clinical Governance and Patient Safety - Perm FT

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Health Mgr Lvl 5	
State Award	Health Managers (State) Award	
Category	Clinical Governance   Risk and Quality	
Vaccination Category	Category B	
ANZSCO Code	139914 Quality Assurance Manager	
Website	<a href="http://www.swslhd.health.nsw.gov.au">www.swslhd.health.nsw.gov.au</a>	

## PRIMARY PURPOSE

The Positions primary responsibility is for the day-to-day operational management of the District Patient Safety Program. This includes developing strong team linkages with site and service CGU's and liaison with Executive staff as required. The incumbent assists the Director to operationalise, monitor and report of the Clinical Governance Framework and the District Quality Plan by close networking within all clinical governance teams.

The position supports the Director, Clinical Governance on the strategy and governance of patient safety and quality assurance across the LHD and may be required to act as the Director, Clinical Governance at an Executive Level. This includes attending to State and District meetings and tasks.

In addition to the District Clinical Governance Unit, this position works closely with all facility and service-based patient safety and quality leads across the LHD to ensure application of the SWSLHD Patient Safety and Clinical Quality program.

Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities – now and into the future.

## ESSENTIAL REQUIREMENTS

Relevant tertiary qualifications in a health-related discipline or relevant experience, including a demonstrated ability to contribute at a senior executive level to organisation wide issues

Internal to NSW Health Employees Only.

WHS Responsibilities: As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. WWCC: Current Working with Children Check Clearance (where applicable). NPC: National Police Check (This check will be conducted by the Health Service for Recommended Candidates only). Staff Health: Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions). Driver's Licence: Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment and the ability to travel distances within the SWSLHD. Work Rights: To be eligible for

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permanent appointment to a position in NSW Health, you must have an Australian citizenship or permanent Australian residency.

## KEY ACCOUNTABILITIES

1. Operational management of the SWSLHD Patient Safety and Clinical Quality program to ensure safe quality care is always provided.
2. Ensure governance and assurance processes, reporting and information is provided in line with the SWSLHD governance committee structures. This includes national accreditation, short notice assessments, Ministry of Health safety and quality performance monitoring, and any other local auditing processes.
3. Ensure robust processes are in place for incident management according to NSW and Australian legislation, including:
  1. Reporting incidents
  2. Serious incident investigations regarding Death and Australian Sentinel Events for clinical contexts and Death and Serious harm for corporate contexts
  3. Reviews of major and minor harm, error and near misses.
4. Ensure robust processes are in place
  1. To facilitate, capture and share organisational learning from reactive data collection, e.g. harm, error and near misses.
  2. For proactive data collection of key indicators, e.g. staff indicators, safety culture and consumer experience, and organisational learning processes to anticipate harm and prevent it in partnership with Transforming Your Experience (TYE).
5. Ensure there is a program of work to explore and determine reliability in SWSLHD healthcare services using the science of Human Factors and Improvement Science.
6. Ensure a strong connection between the operational functioning of the Clinical Governance Unit with TYE to collaboratively improve safety culture and build quality improvement capacity and capability in District, facilities and services. The CGU and TYE must support leaders at all levels to create a supportive, collaborative and inclusive workplace culture for employees to have the freedom and endorsement to engage in learning, in which teams have time and space for reflective thinking and feel psychologically safe to raise concerns and improve the workplace.
7. Maintain and enhance relationships and communication with staff within and external to SWSLHD for organisational learning for safety and quality. This includes supporting the Clinical Governance Unit to make connection with clinician-led clinical review processes (e.g. Morbidity and Mortality meetings).
8. Ensure there are robust District consumer engagement processes to understand and involve the consumer, carers and family in improving the organisation.
9. Maintain up to date knowledge of policies and legislation related to patient safety and quality.
10. Deputise for the Director during periods of leave, and other times where reasonable, and manage Clinical Governance at Executive level, including attending to State and District meetings and tasks.
11. Provide direct line management to the Project Officer - Advanced Care Planning, Patient Safety Managers and Blood & Haemovigilance Clinical Nurse Consultant.

## KEY CHALLENGES

1. Ensuring support for the implementation of key SWSLHD safety and quality strategies from other

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Executive and Operational leaders, so that staff have capacity to learn from safety data and make improvements to experience of care and service delivery.

2. Working with consumers, carers, families, individual clinicians, teams and leaders following a serious patient safety incident in services and facilities according to a Restorative Just Culture
3. Improving availability and access to safety data for improvement for frontline clinicians and clinical teams, facility and service operational teams and the District.
4. In partnership with TYE, break down barriers to a supportive, collaborative and inclusive workplace culture for employees to have the freedom and endorsement to engage in learning, in which teams have time and space for reflective thinking and feel psychologically safe to raise concerns and improve the workplace.

## KEY RELATIONSHIPS

Who	Why
Director Clinical Governance	Receive direction, supervision, subject matter expertise, escalate issues and shares ideas
CGU Team and SWSLHD Staff	Provide direction, supervision, subject matter expertise, escalate issues and share ideas
Consumers	Respond to queries, involve in improvement work, identify needs, communicate services and redirect, escalate or resolve issues
MoH and Clinical Excellence Commission	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
Ombudsman, Health Care Complaints Commission and other	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

## SELECTION CRITERIA

1. Relevant tertiary qualifications in a health-related discipline or relevant experience, including a demonstrated ability to contribute at a senior executive level to organisation wide issues
2. Demonstrated successful experience at a senior level with a proven record of achievement, experience and leadership in the effective development, implementation and monitoring of consumer safety, risk and quality.
3. Demonstrated experience in and understanding of the requirements of the functions of Clinical Governance. This includes NSW Patient Safety and Clinical Quality Program, Accreditation, Infection Prevention, Consumer Engagement and other policies integral to the function of the Clinical Governance Unit
4. Demonstrated high-level experience in analyzing a complex range of information, critical thinking and providing sound and appropriate decisions and advice.
5. Excellent customer service skills. Demonstrated strong interpersonal, communication, influencing and motivational skills, which demonstrate a capacity to build and maintain relationships with diverse

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- stakeholders.
6. Demonstrated high-level time management skills, and capacity to deliver high quality projects within agreed time frames.
  7. Demonstrated capacity to lead clinicians and to initiate and achieve significant change and improvement in clinical quality
  8. Sound computer skills including word processing, data management, familiarity with relevant information management systems and ability to identify and utilize relevant data and sources of information.