

Position Description

Clinical Excellence Lead

Classification:	Registered Nurse (Gd 4 equivalent) Allied Health Professional G3 Health Administration Officer Grade 5
Business unit/department:	Patient Safety and Clinical Excellence
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Fixed-Term Part-Time Maternity Leave cover
Hours per week:	24 hours
Reports to:	Associate Director Clinical Excellence
Direct reports:	Nil
Financial management:	Budget: nil
Date:	August 2026

Austin Health acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Clinical Excellence Lead supports Austin Health's mission to deliver safe, effective, and high-quality patient care by leading the coordination, implementation, and continuous improvement of the National Standards Program and related clinical governance activities. This role collaborates across departments to ensure compliance with National Safety and Quality Health Service Standards, oversees accreditation processes, and fosters a culture of safety, innovation, and excellence. The Clinical Excellence Lead provides leadership in policy development, audit, education, and change management, empowering multidisciplinary teams to achieve best practice outcomes and drive ongoing improvements in patient safety and clinical excellence across the organisation.

About the Directorate/Division/Department

The Patient Safety and Clinical Excellence Division is located within the Directorate of the Chief Medical Officer and provides leadership and oversight of systems and processes that enable the delivery of safe, effective and appropriate care for our patients. The Division is made up of the Patient Safety Unit, Patient Experience Unit and Clinical Excellence Unit.

Position responsibilities

- Lead the ongoing monitoring, improvement, and assurance of the National Standard Program.
- Ensure Austin Health meets minimum requirements of the National Standards Program through coordination and facilitation of the National Standards committees and action plan.
- Support the National Standards Committees through preparation of agendas, liaison with the chairperson, taking minutes, oversight of the reporting schedule and following up actions arising.
- Lead the preparation of the National Standards in preparation for the accreditation short notice assessment program as defined by the Australian Commission on Safety and Quality in Health Care (ACSQHC).
- Support the development, review and maintenance of policies, guidelines and procedures using the latest available evidence to guide best practice.
- In partnership with the EMR team, promote the ongoing improvement utilising the electronic medical record that supports point of care staff in their planning and delivery of care for patients and consumers
- Coordinate the development of the self-assessment and collation of the associated evidence for accreditation against the National Safety and Quality Health Service Standards.
- Support the Patient Safety and Clinical Excellence Coordinators in implementing the Austin Health Clinical Governance Framework including:
 - Identification of relevant performance standards.
 - The development and oversight relevant of performance measures for monitoring safety and quality score card.
 - Local area implementation and improvement related to national standards.
- As required, undertake audits (e.g. observational audits, documentation audits).
- Assist with the coordination, maintenance, use and training of Austin Health's electronic audit application.
- Assist with the provision of support, training, and development of staff as relevant to audit activities and the quality audit improvement cycle (PDSA).
- Support other activities that assist Austin Health in meeting the National Safety and Quality Health Service Standards.
- Develop an appropriate work plan in conjunction with the Associate Director Clinical Excellence.
- Embed principles of change management, spread and sustainability across Austin Health.
- Develop skills in conjunction with improvement teams/high performing teams.
- Influence leadership and high-level governance responsibilities for Patient Safety and Clinical Excellence.
- Work with the Patient Safety and Clinical Excellence team to build a culture that promotes safety, quality and innovation and fosters a commitment to continuous review and improvement in all departments across Austin Health.
- Participate and assist in other projects and committees as required in the delivery of the quality and safety functions of the Patient Safety and Clinical Excellence Division.



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Selection criteria

Essential skills and experience:

- Tertiary qualifications in health or related field, or a minimum of 5 years appropriate experience in a health-related field.
- Demonstrated experience in leading and coordinating the implementation of the National Safety and Quality Health Service Standards.
- Experience with analysing and managing data in a health context.
- At least 5 years' experience in a clinical setting.
- Excellent data analysis and writing skills, including a demonstrated ability to prepare written reports for a high standard using clear and concise language, organise data into a logical sequence and include content appropriate for the purpose and audience.
- Highly developed work organisation skills with the capacity to prioritise competing demands, respond to emerging needs, and work towards specified targets and deadlines and pay attention to detail.
- Demonstrated high level communication and interpersonal skills with the capacity to work effectively with members of the executive team, senior clinical personnel and managers.
- Proven ability to liaise with internal stakeholders to facilitate and co-ordinate organisation wide strategies.
- Knowledge and understanding of NSQHS Standards programs.
- Highly developed information technology and computer skills, including competence in Office 365.

Desirable but not essential:

- Project management experience and qualifications.
- A relevant tertiary qualification in health services management, quality systems and improvement, or equivalent (or substantial progress towards such qualifications)

Professional qualifications and registration requirements

- Tertiary qualifications in health or related field, or a minimum of 5 years appropriate experience in a health-related field.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.



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- Comply with the principles of person-centered care.
- Comply with the requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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