

# Position Description

## Clinical Excellence Lead

<b>Classification:</b>	Nurse ZB4 (depending on experience) Allied Health Professional G4 (depending on experience) Health Administration Officer Grade 5 (depending on experience)
<b>Business unit/department:</b>	Patient Safety and Clinical Excellence
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	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 2021-2025
<b>Employment type:</b>	Fixed-Term Part-Time
<b>Hours per week:</b>	32 hours
<b>Reports to:</b>	Associate Director Clinical Excellence Lead
<b>Direct reports:</b>	0
<b>Financial management:</b>	Budget: NIL
<b>Date:</b>	May 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung 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

This role supports the coordination, monitoring and continuous improvement of Austin Health's National Safety and Quality Health Service (NSQHS) Standards program to ensure ongoing accreditation readiness. Working with the Patient Safety and Clinical Excellence team and key stakeholders, the position provides governance support, contributes to self-assessment and evidence collation, and partners with clinical and EMR teams to strengthen comprehensive care planning at the point of care. The role also supports local implementation of safety and quality standards through audit, performance monitoring and policy development, fostering a culture of safety, quality and continuous improvement across Austin Health.

## 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

Role Specific:

- Lead the ongoing monitoring, improvement, and assurance of the Standard National Standard Program.
- Ensure Austin Health meets minimum requirements of the Standard through coordination and facilitation of the overarching Standard committee and action plan.
- Support the Standard Committee 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 Standard 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 related to comprehensive care to ensure best practice and currency of evidence.
- In partnership with the EMR team, promote the ongoing improvement of the comprehensive care plan utilising the electronic medical record that supports point of care staff in their planning and delivery of comprehensive care for patients.
- 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 Patient Safety and Clinical Excellence Framework including:
  - o Identification of relevant performance standards.
  - o The development and oversight relevant of performance measures for monitoring safety and quality score card.
  - o 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 to 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.



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- 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.

## 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

*There are no qualifications or registration requirements for this role*



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## 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.
- Comply with the principles of person-centered care.
- Comply with 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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