

Position Description

Director- Patient Safety & Clinical Excellence Division

Classification:	Director level classification aligned to relevant EBA.
Business unit/department:	Patient Safety & Clinical Excellence Division
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment type:	Full-Time
Hours per week:	38 hours
Reports to:	Deputy Chief Medical Officer/Medical Director of Patient Safety & Clinical Excellence Division
Direct reports:	As per departmental reporting structure
Financial management:	Budget: \$4.8 Million
Date:	October 2025

Position purpose

The Director Patient Safety & Clinical Excellence (PSCE) provides strong, strategic and operational leadership to the PSCE Division ensuring that safe, inclusive, equitable and high-quality care is consistently delivered and improved at Austin Health. The Director is responsible for leading and managing the patient safety, patient experience, clinical risk, national safety and quality health service accreditation as well as consumer services across the organisation. The Director is responsible for ensuring strong clinical governance structures are in place across every level of the organisation and has oversight of systems improvement to support our staff to deliver equitable, safe, effective and inclusive care.

The Director PSCE will deliver outcomes aligned to Austin Health's strategic directions and ensure Austin Health's commitment to meeting requirements under several Commonwealth and State laws associated with PSCE requirements. It will do this by focussing on the integration of priority groups initiatives and strategic plans, consumer feedback, consumer partnership and strong clinical governance and quality and safety monitoring.

The Director PSCE has a key role in linking strategy and innovation to clinical excellence, consumer and staff experience in collaboration with People & Culture, ensuring Austin Health is a community that prioritises excellence and safety in all aspects of the organisation.

About the Directorate/Division/Department

The PSCE Division sits within the Directorate of the Chief Medical Officer and provides supports across the organisation to ensure that the care delivered at Austin Health is equitable, patient-centred, safe and of excellent standard. The Division supports this through adverse event reviews, engaging with consumers, responding to feedback and maintaining compliance with the National Standards.

In addition to this, the Division integrates equity and inclusion principles with safety and quality standards for priority populations. An integrated lens of evidence-based practice and improvement science are used to ensure care is improved in a standardised and effective way.

The Division consists of approximately 30 full time equivalent staff with oversight across all Austin Health sites including three Associate Directors. The Director works with the Associate Directors of Patient Safety and Clinical Excellence (PSCE), as well as nominated national standards leads in the preparation for accreditation in relation to the National Safety and Quality Health Service Standards. The PSCE unit will lead the organisation regarding clinical governance, safety, risk management, adverse events and quality assurance. The Associate Directors support the Director of PSCE to develop, implement and facilitate systems and processes which promote an organisational culture of meaningful patient experience including management of Austin Health's feedback mechanisms.

Position responsibilities

Role Specific

- Direct, oversee, plan, coordinate and evaluate a comprehensive program to improve clinical outcome, enhance value, and minimise patient harm including priority populations
- Oversee all aspects of the patient safety and clinical excellence program, including quality measurement, external reporting and quality improvement.
- Provide leadership in enhancing consumer engagement and partnership across Austin Health
- Support the Chief Medical Officer and Medical Director in relation to key organisational (Board and Executive) clinical governance committees
- Provide high level support for Austin Health's Board Clinical Safety and Quality Committee and Board Community Advisory Committee
- Support, promote and participate in research that supports patient/consumer engagement and positive experience and outcomes.
- Work collaboratively and in partnership with the Clinical Education Unit and People & Culture to ensure that the educational programs are focussed on consumer experience and outcomes and achievement of PSCE aims.
- Ensure PSCE work aligns to the aims and initiatives of the Local Health Service Network and key priorities including shared workforce models and care delivered outside the hospital walls.

Business and Finance

- Financial responsibility and accountability for PSCE Division
- Develop and implement financial strategies that will ensure budgetary targets and key performance indicators are achieved



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Management and Leadership

- Lead and foster a culture in which equity, inclusion, patient safety, patient experience, consumer engagement, quality and harm minimisation are embedded in the day-to-day work of managers, clinicians and all staff across Austin Health.
- Set the strategic direction ensuring the delivery of safe, timely, evidence-based care in partnership with patients across the organisation
- Ensure sustained implementation of the Austin Health and Victorian Clinical Governance Frameworks, legislation and strategic plans across the organisation
- Ensure that the consumer voice and experience lead the organisation by supporting consumer partnerships
- Promote and embed a culture of evidence based continuous improvement and innovation
- Work collaboratively with leadership teams across Austin Health
- Drive initiatives to improve quality, safety and clinical excellence including service delivery and digital health
- Lead and manage the PSCE workforce including the development of performance plans, supervision and team leadership and talent development
- Work with the Austin Health leadership team to drive collaborations across the Local Health Service Network

Quality, Safety and Research

- Ensure legislative requirements, accreditation standards and other relevant guidelines relating to clinical governance are implemented and adhered to
- Review and improve systems and processes to enable timely and effective identification, investigation, management, monitoring and reporting of adverse events
- Co-ordinate activities of the Division, Executive and Board safety and quality committee meetings
- Oversee governance of clinical policies, procedures and guidelines
- Ensure integration of National Standards with the Discovery and Innovation Unit
- Ensure integration of priority populations throughout National Standards, safety and quality initiatives.

Workforce

- Lead and foster a culture that reflects Austin Health values
- Ensure recruitment and retention of an engaged and appropriately skilled workforce
- Effective leave management to ensure all staff have a plan and take annual leave regularly
- Oversee that all staff have completed annual performance review and development discussions
- Oversee professional development opportunities

Selection criteria



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Essential skills and experience:

- A minimum of 10 years' recent experience in tertiary public health and demonstrated experience in a management and leadership capacity
- Postgraduate qualifications in health, business or management at Masters level or equivalent
- Extensive experience in successfully leading and implementing a patient safety and/or quality improvement program within a large and complex healthcare setting
- Diversity, equity and inclusion qualifications, skills and expertise including lived experience
- Improvement and innovation qualifications, training or expert skills
- An ability to lead large scale improvements to existing systems and processes and a comprehensive knowledge of clinical governance and quality improvement methodologies
- Demonstrated understanding of the National Safety and Quality Health Service Standards
- Proven leadership style that is engaging and inclusive with a demonstrated ability to influence, inspire and motivate teams and optimise effective relationships
- Highly developed conceptual, innovative and analytical problem-solving skills to enable the provision of sound advice and development of recommendations on strategic directions and operational activities
- Proven ability to monitor stakeholder satisfaction and manage stakeholder issues to ensure positive outcomes for stakeholders and Austin Health
- Strong organisational and systems thinking skills with attention to detail and a demonstrated ability to manage competing demands, meet deadlines and effectively manage change
- Excellent oral and written communication skills, including public speaking and report writing skills
- Effective workforce leadership including modern flexible work practices and evidence-based recruitment, development and retention initiatives.
- Effective workforce performance management

Desirable but not essential:

- Project Management qualifications
- Clinical background
- Clinical research experience
- Knowledge translation skills

Professional qualifications and registration requirements

- Postgraduate qualifications at Masters level or equivalent

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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