Position Description

1. General Information

Position Title:	Clinical Governance Manager
Division/Department:	Richmond
Position Reports to:	Director of Clinical Services, Epworth Richmond
Enterprise/Individual Agreement:	Epworth HealthCare Nurses & Midwives Enterprise Agreement 2024
Classification/Grade:	
Location:	Richmond
Employment Status:	Full time
Resource Management (for Management positions only) **Number of Direct Reports:** **Budget under management:**	Quality Managers, Patient Liaison Officer 5
Key Relationships - internal and external	Richmond Executive Team Richmond Department Managers Group Director Clinical Governance Group Clinical Incidents and Outcomes Manager Group Manager Clinical Risk & Quality Improvement Epworth Legal Counsel Visiting Medical Officers Epworth Healthcare Quality staff

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life,** reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the Epworth website.

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy,** which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

The purpose of this role is to lead the Clinical Governance Team to provide support in quality improvement, clinical risk management, incident management and clinical audit to the divisions' executive/leadership teams. Through the analysis and reporting of data by the clinical governance team, the Clinical Governance Manager monitors the organisation's quality standards and risk profile, providing regular reports regarding incident trends, and initiating improvement actions and evaluation of intervention in areas requiring focused activity. Responsible for ensuring the timely coordination of critical incident assessment, the Clinical Governance Manager leads and manages incident review processes with the accountable operational leaders and appropriate staff. Assistance and support are provided to the Director of Clinical Services (DCS) and the Director of Medical Services (DMS) roles in ensuring the delivery of safe patient care through the integration of the National Safety and Quality Health Care Standards into practice. In addition, the role:

- Supports the maintenance of the risk / incident / feedback reporting system (RiskMan), including statutory duty of Candour processes
- Supports the coordination of the short notice accreditation cycle
- Assists and managers the Patient Liaison Officer with the management of clinical complaints and patient experience data
- Works closely with the Group director Clinical governance, Group Clinical Incidents and Outcomes Manager and the Group Manager Clinical Risk & Quality Improvement, to facilitate and improve group wide work to support the delivery of safe and effective care.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
Leadership and culture	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Quality and Clinical Risk Management Program Provide leadership that aligns with the Epworth Clinical Governance Framework and Epworth 2030 strategy to Demonstrate expertise in clinical incident management, incident analysis methodologies and the application of human factors and systems thinking to incident reviews Enable individuals and their teams to learn and develop skills, practices and expertise relevant to patient safety and clinical incident management.	Quality improvement activities are completed and evaluated. Processes are in place to support compliance with the national safety and quality healthcare standards (NSQHC) Lead ongoing accreditation preparedness for clinical and non-clinical departments

Actively participates in the development of policies and procedures that comply with legal or other regulations or requirements where appropriate Works collaboratively with the Epworth Academic Medical Services – Clinical Governance team to endure legislative and regulatory requirements are met, including external reporting requirements	Ensure the hospitals risk register is reviewed and maintained in accordance with the Epworth Risk Management Framework
Incident Management Facilitate, coordinate and provide technical expertise for the multi-disciplinary management of clinical incidents, leading clinical incident analysis teams and supporting individuals in their investigation. Ensure systems and processes are in place for the timely and appropriate response to clinical / critical incident management, and that the quality cycle of incident management to quality improvement is achieved and closed Analyse and identify areas of clinical risk and assist the organisation to implement risk management programs to maximize positive patient outcomes Manage working parties to address high risk clinical risk matters that are identified from incident analysis and trends Ensure accurate reporting and escalation of patient incidents that require notification to Group and insurer	The incident reporting and management system is applied in accordance with the Incident Management protocol ISR 1 and ISR 2 patient incidents are reviewed within required timeframes, with deviation from appropriate clinical practice identified and best practice recommendations implemented. Serious adverse patient safety events are identified and reported to the Hospital Executive and Group Executive incident committee. Statutory duty of candour is followed as set out in section 128ZC of the Health Services Act 1988
NSQHC Standards Working in conjunction with the Group Director of Clinical Governance, assists the Executive and Senior Leadership and Management teams to prepare for Australian Commission on Safety and Quality in Health Care (ACSQHC) assessments	Evidence is collected to support ongoing quality improvement activity in accordance with National Safety and Quality Health Care Standards

Monitors compliance with Acts, Agreements and Epworth Healthcare's policies and procedures Has oversight of the Standards committee structures, working with the DCS and DMS to ensure appropriate support structures are in place.	Department managers and staff are educated and supported regarding regular accreditation processes Compliance with standards is confirmed through regular auditing, evaluation, feedback and intervention A committee structure is in place to support the oversight and maintenance of standards.
Leadership and Management Support and develop staff in the Clinical Governance team to ensure patient safety, best practice clinical incident management and quality improvement strategies relating to incident prevention and monitoring systems. Work closely with all health care professionals and levels of the workforce, and have the capacity to influence new approaches to patient care Demonstrate leadership in promoting the importance of reporting incidents and the effective management of patient complaints Collaborate with professional and academic partners to drive innovation, research and best practice initiatives	Operates effectively and confidently as a manager to lead a high performing clinical governance team
Information Management Ensure the effective, timely management of information, documentation and communication	Incident and consumer feedback data is analysed and action regarding emerging trends considered/implemented. Group Quality Committee, Richmond Clinical Governance, and Quality committees and end of month reports are accurate and timely in preparation.

	Validated data is used as the basis for quality improvement and change
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. Role model and actively promote a culture of high-quality patient care Provide excellent, helpful service to patients, visitors and staff Communicate with clear and unambiguous language in all interactions, tailored to the audience Build customer relationships and greet customers and patients promptly and courteously Actively seek to understand patients' and their family's expectations and issues, using multiple strategies Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service Responds quickly and proactively escalate concerns when necessary Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion	Patient and customer service satisfaction surveys within agreed targets Compliments to complaints ratios Completes leader rounding at agreed frequency Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.	Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures

All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Integrate and review OHS performance in staff PDPs Ensure all direct reports are held accountable for safety performance and actions	Ensure all hazards, incidents and injuries are reported in RiskMan within 24 hours Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** Registered Nurse with Bachelor of Nursing or equivalent Qualification or further study in the field of quality and risk management **Desirable** Post graduate qualifications in project management or health management or equivalent
Previous Experience	**Essential** Minimum three years' experience working in the clinical risk management and/or quality program of a large health service Demonstrated experience in the leadership and management of people **Desirable** Experience in dealing with medicolegal matters

Required Knowledge & Skills	**Essential** Evidence of knowledge about current and emerging patient safety issues nationally Experience in clinical safety systems Experience in root cause analysis and case review investigation techniques Experience in working collaboratively with a range of professionals, staff and executive to deliver quality and clinical auditing projects that support improved patient outcomes Expertise in relation to the National Safety and Quality Health Care Standards Highly developed investigation, analytical and numeric skills, with strong attention to detail Effective change management skills **Desirable** Presented / published in the quality and risk management field
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours Compassion Accountability Respect Excellence	**Essential** Excellent interpersonal skills with the ability to build and maintain rapport and develop effective relationships with key stakeholders in a matrix organisation model, and with own team. Sophisticated communication and interpersonal skills, including the ability to engage and influence others Customer service focus A passion for patient safety and quality improvement The ability to lead and enable high performing teams **Desirable**

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
2018	November 2026	Director of Clinical Services, Epworth Richmond

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____