

Position Description



1. General Information

Position Title:	Director of Clinical Services Rehabilitation
Division/Department:	Continuing Care and Support Services
Position Reports to:	Executive General Manager, Continuing Care and Support Services
Enterprise/Individual Agreement:	Epworth HealthCare Individual Agreement
Classification/Grade:	N/A
Location:	Epworth Camberwell, Hawthorn, Richmond Rehabilitation, Eastern Rehabilitation
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports:	ADCS Personal Assistant Hospital Coordinators Quality Manager Patient Liaison Officer Nurse Manager Epworth At Home, Acute Care – Professional Reporting VAD Coordinator – Professional Reporting
Key Relationships - internal and external	<ul style="list-style-type: none"> • Executive General Manager, Continuing Care and Support Services • Executive Leadership Team, Continuing Care and Support Services • Associate Director of Clinical Services • Chief Nursing Officer & Executive Director Clinical Services • Directors of Clinical Services at other Epworth divisions • Corporate Clinical Services • Nurse Managers • Nursing, Allied Health and other clinical staff • General Manager Epworth Clinic • Director of Allied Health • Epworth Doctors and Visiting Medical Officers (VMOs) • Patients and families

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	<ul style="list-style-type: none">• Departmental Managers• External educational institutions• Professional nursing organisations
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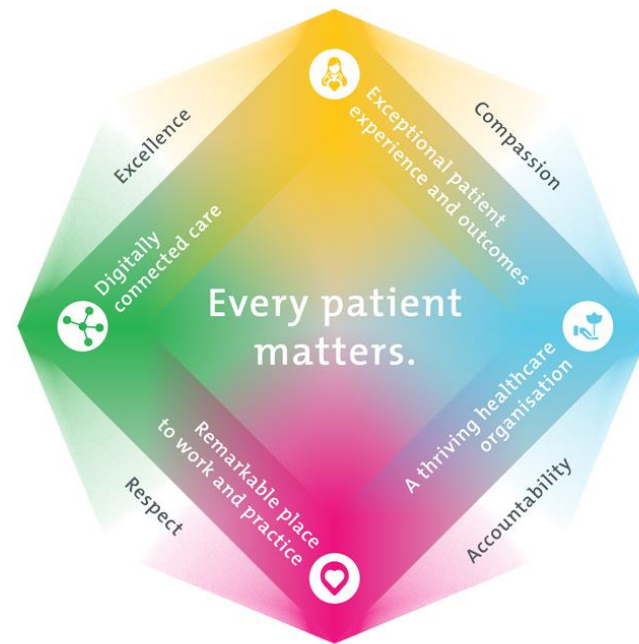
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth’s purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.



3. Epworth HealthCare Strategy

All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The primary function of the Director of Clinical Services (DCS) Rehabilitation is to undertake clinical leadership of the rehabilitation services across the Continuing Care and Support Services division. This is achieved through providing strong professional clinical leadership, effective operational management and clinical governance of rehabilitation services at allocated sites in collaboration with the executive management team and clinical leaders.

The DCS Rehabilitation will have accountability for the delivery of clinical, operational and patient experience KPIs. This position is a key role within the Continuing Care and Support Services Executive Leadership Team and is required to liaise with the executive teams and key stakeholders across the organisation in relation to issues of site clinical governance, risk management, nursing workforce, education and learning, patient experience, patient flow, business development and business continuity within Epworth to facilitate the provision of excellent, safe high quality care for patients and their families / carers.

The DCS Rehabilitation is accountable for fostering a culture of professional growth and development and clinical service excellence within the nursing team, supporting the delivery of evidence-based specialist care in rehabilitation. The DCS Rehabilitation holds responsibility for clinical quality, systematic outcome reviews, and active patient engagement, by remaining informed about contemporary trends in clinical practice.

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
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality are a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	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.
<i>Risk Management</i>	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
<p>Leadership</p> <ul style="list-style-type: none"> • Articulate and communicate the vision and clinical excellence standards across the clinical workforce • Lead and engage the nursing and clinical workforce to provide excellent, high quality, safe clinical outcomes across the nursing units at allocated sites within the division • Facilitate strong team building amongst the nursing leadership team through leading by example • Provide professional oversight and direction • Build relationships with key internal and external stakeholders 	<ul style="list-style-type: none"> • Maximised bed occupancy through efficient length of stay management and responsive referral management • Operational performance, particularly in relation to the management of nursing labour hours is achieved • Achieve and present on agreed KPIs across all areas of responsibility in the areas of patient care, quality and safety, People and Culture, OHS, employee engagement and workforce planning and finance/budget

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> • Risk Management capability including health, safety and wellbeing (HSW), Infection Prevention and Control (IPAC), and safety leadership including leading and implementing work, health, safety and wellbeing strategies, plans and initiatives • Direct involvement in the development of and initiating nursing models of care as agreed by the Executive team to meet operational need • Lead and influence key nurse sensitive patient care indicators and safety • Lead and support operational excellence including timely patient access and flow across the organisation • Lead and drive continuous clinical performance improvement, change management and best practice agenda • Ensure professional standards of practice are in place and monitored • Ensure the effective implementation of agreed service and clinical improvement plans, programs and policies to achieve best practice patient care and agreed targets with a focus on achieving high levels of patient experience • Oversight of the internal and external assessment teams 	<ul style="list-style-type: none"> • Clinical governance and quality improvement frameworks embedded into clinical practice across the Division • Development and execution of tasks to support the Divisional Operational business plan • Policies and protocols under DCS sponsorship remain up to date • Patient experience data at or above Epworth targets / industry benchmarks
<p>Nursing Workforce, Professional Practice, Leadership and Development</p> <ul style="list-style-type: none"> • Plan for and recruitment of suitably skilled and experience nursing workforce to provide high quality care Provide mentorship and guidance to nurse leaders and nurses • Review nursing and clinical education programs to ensure that they align with the needs of the organisation • Ensure there is compliance with all regulatory requirements as they relate to nursing practice • Initiate and lead professional practice discussion and encourage practice enquiry • Ensure professional nursing standards of practice are in place, communicated and monitored 	<ul style="list-style-type: none"> • High quality nursing leadership team is recruited • Nursing workforce plan targets met / FTE recruited to budget • Agency use within budget • Mandatory training completion rates at or above Epworth compliance rates • Annual nurse and health professional registration and credentialing are met • Nursing leaders and their teams are actively engaged in their own professional development through scholarship and innovation grant applications and attendance at relevant professional development opportunities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
	<ul style="list-style-type: none"> • There is leadership of and participation in research activities by nurses and allied health professionals • Staff Engagement and Safety culture plans kept up to date and actioned • The annual review and update of the Poisons Control Plan is submitted to DH for certification for all sites • Leadership of the DH annual inspections at all sites
<p>Business Development</p> <ul style="list-style-type: none"> • Maintain strong relationships with specialists to facilitate collaboration and a high level of doctor satisfaction • Lead the development of new programs and services as agreed with the EGM • Support and develop strategies and programs to recruit designated specialists • Actively support the marketing and recruitment of medical staff • Work with the Executive team to identify the medical practitioner profile required to support the strategic plan and operation of the Division 	<ul style="list-style-type: none"> • There is a strong and cohesive relationship between the medical and nursing staff • Relevant business growth and attendance targets are met
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> • 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 • Use data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Respond 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 	
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • 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 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 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • 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	<p>Essential</p> <ul style="list-style-type: none"> • Registered Nurse, with current registration with the Australian Health Practitioners Registration Authority • Relevant post graduate leadership and management qualifications
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated experience in senior leadership roles • Relevant clinical, quality, risk management and workforce management experience • Business and operational leadership
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Excellent written and verbal communication skills • Advanced critical thinking and problems solving skills • A commitment to excellence in customer service and patient experience • Commitment to supporting professional development and mentoring of staff, through the utilisation of a performance development and framework and access to relevant learning opportunities • Innovative mindset: will continually search for innovative ways to improve services and grow new service streams consistent with the organisation’s vision and values, through the application of quality improvement principles • Understanding of quality protocols: The ability to identify and manage unexpected or sentinel events in the organisation • Knowledge and experience in managing work health safety issues and maintaining a healthy and safe work environment for staff and patients • Experienced in performance management including performance coaching skills • Ability to facilitate change • Directly participate in and facilitate appropriate, data driven decision making with senior staff and the Executive Team
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with</p>	<p>Essential</p> <ul style="list-style-type: none"> • Be passionate about the provision of excellent patient care and can lead and support all aspects of clinical service delivery in accordance with legislated requirements, industry codes of practice and relevant standards and organisational policy and procedures

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<p>Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<ul style="list-style-type: none"> • Demonstrated management of human and material resources to meet the organisational requirement for cost efficient service delivery whilst maintaining the safety of patients, visitors and staff • Contribute to the development of a cohesive, facilitative and inclusive team-based culture, embracing high levels of service orientation • particularly towards the Hospital VMO's and all patients <ul style="list-style-type: none"> o A 'can-do' attitude and solutions focused approach with a proven track record in improving excellence in core clinical services provision and meeting KPIs including key labour management targets. • Committed to Epworth's vision and values • Superior communication, influencing, interpersonal and relationship management skills, including effective presentation and public speaking skills • Commitment to the "Code of Professional Conduct for Nurses" • Supports an environment of continuous learning and quality improvement • Advanced skills in prioritising, problem solving, systems and process management • Able to engage and empower nurses and provide them with a sense of being valued
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
November 2014	June 2026	Executive General Manager, Continuing Care and Support Services

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: _____