

Position Description



1. General Information

Position Title:	Group Manager Clinical Risk and National Standards
Division/Department:	Clinical Governance. Academic and Medical Services
Position Reports to:	Group Director Clinical Governance
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	Not Applicable
Location:	Corporate Office - - Richmond
Employment Status:	Permanent Full-time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Not Applicable Not Applicable
Key Relationships - internal and external	Group Executives Directors of Medical Services Clinical Services Leadership Team Hospital/Divisional Executive Teams and Quality Teams Nurse Educators, Nursing Research Centre, Academic and Medical Services Department of Health and Human Services, Safer Care Victoria, Australian Council on Healthcare Standards, Australian Commission on Safety and Quality in HealthCare

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.

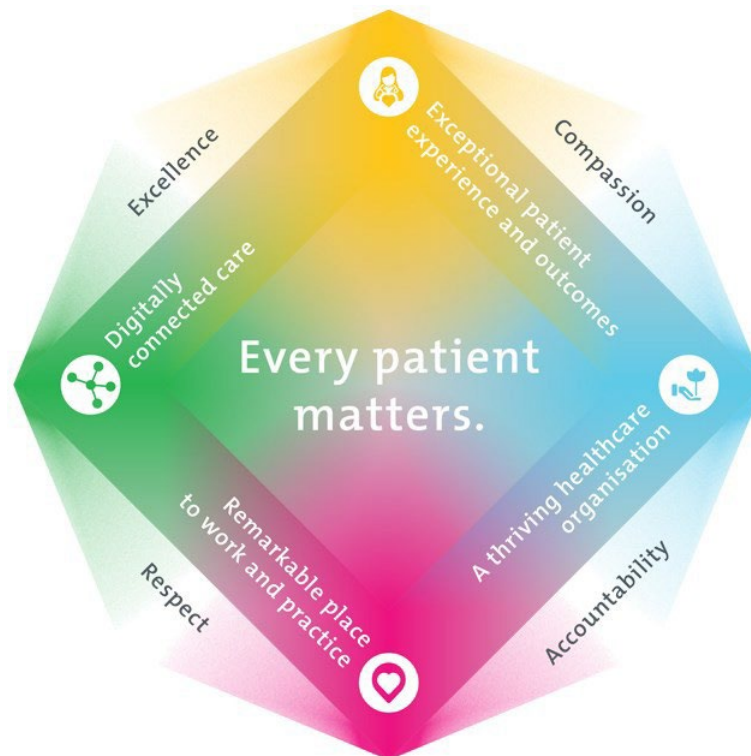
Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

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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 Group Manager Clinical Risk and Quality Improvement provides leadership and operational support to hospital divisional leaders and quality coordinators to ensure that safe and high quality patient care is consistently delivered, monitored and improved across all Epworth hospital divisions. Reporting to the Group Director, Clinical Governance, this position, as a member of the clinical governance team, is responsible for establishing and improving organisational relationships, systems and processes to support staff and doctors to deliver safe and effective care that results in optimal clinical outcomes. The role is specifically responsible for implementing and continuously improving Epworth Health's Clinical Risk Management system, Clinical Practice system, and Accreditation and industry standards programs.

The position will also:

Participate in the collation and analysis of patient safety, quality and risk information from internal and external sources including benchmark reports

Oversee the internal and external reporting of patient quality and safety information, ensuring Epworth Health meets its obligations.

Work collaboratively with other members of the team to analyse and link clinical risk information with clinical indicators and trended analysis and support clinical improvement priorities across Epworth

Be an active leader and/ or member of clinical governance committees and projects, including representing Academic and Medical Services on committees and clinical service improvement activities

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Undertake data analysis and report writing, inclusive of Executive and Board level
The role will provide managerial oversight of the Outcome and Audit team, and undertaking other duties as directed.

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 is 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
Leadership, Stakeholder engagement and culture	<ul style="list-style-type: none">Clinical Governance Framework is embedded across all levels of Epworth

<ul style="list-style-type: none"> • Develop strong and effective working relationships with the Academic and Medical Services team, Directors of Medical Services, the Clinical Services team, hospital/divisional staff and the Executive • Support and foster clinical engagement in safety and quality improvement activities • Lead a culture in which patient safety, quality and harm minimisation is embedded in the day to day work of managers, doctors and staff • Ensure effective communication regarding organisational, strategic and divisional priorities and initiatives • Model expected behaviours and collaboration both within the team and across the organisation • Contribute to a performance based, collaborative culture to foster professional development and continuous improvement across Epworth • Work closely with the Academic and Medical Services, Directors of Medical Services and Clinical Services Directors to ensure that there is a comprehensive and integrated approach to safety, quality, experience and risk management within the clinical governance strategy • Work closely with the Directors of Clinical Services, Directors of Medical Services and hospital/divisional Quality Coordinators to implement the Epworth Health standardised approach to Clinical Risk Management, Clinical Practice and Continuous Improvement 	<ul style="list-style-type: none"> • Oversight of all Clinical Risk and Quality Improvement governance systems and an agreed committee structure is fully integrated into the Epworth clinical governance structure • Activities within the Leadership and Culture domain of the Clinical Governance framework are identified, implemented, and monitored, with progress regularly reported though to executive and board committees • Evidence of quality improvement initiatives and outcomes positively impacting patient experience and outcomes • Consistent utilisation and application of clinical governance systems and processes
<p>Safety and Quality improvement</p> <ul style="list-style-type: none"> • In conjunction with Academic and Medical Services team, the Clinical Services team, Directors of Medical Services, hospital/divisional staff and the Executive, implement the Epworth clinical governance strategy to support the safety, quality, risk and clinical effectiveness components of the clinical governance framework 	<ul style="list-style-type: none"> • Standardisation of clinical risk management and evidence based practice across Epworth Healthcare • Relevant policies & protocols reflecting best practice developed and embedded into practice Safety and quality clinical performance indicators reviewed and revised • Actions to address clinical risks and improvement opportunities are identified and support for their implementation is provided.

<ul style="list-style-type: none"> • In conjunction with clinical and other analytics team members, provide leadership for collection, analysis and reporting of clinical outcomes data and management of internal and external benchmark reports including clinical registry reports • Provide leadership, direction and support in the management of divisional and group: <ul style="list-style-type: none"> ○ Safety and quality programs including implementation of NSQHCS version 2 ○ Implementation of systems and processes to support reliable use of evidence-based practice ○ Implementation of the Clinical Risk management systems and processes. • Ensure organisation wide clinical risk management and evidence based practice systems and processes are consistent with best practice and build workforce capability in the consistent utilisation of these systems • Participate in the development, implementation and evaluation of safety and quality performance indicators in consultation with divisional and group representatives • Establish and maintain visible and transparent systems and processes to monitor, report and evaluate safety and quality care across Epworth for designated areas of responsibility • Advocate for patient safety and quality of care as a key aspect of clinical and managerial decision making • Participate in reporting to EDAMS/CMO and Executive on key trends and compliance requirements to improve safety and quality of care 	<ul style="list-style-type: none"> • Safety and quality clinical performance indicators and tools are developed and implemented • Consumers/ patients are involved in analysis of safety and quality performance data and improvement activities • Group Executive regularly informed about safety and quality indicators, key risks and sentinel events
<p>Accreditation</p> <ul style="list-style-type: none"> • In conjunction with the Academic and Medical Services team, Directors of Medical Services and the Clinical Services team, lead and engage staff in the National Standards work program across Epworth to ensure that the group is meeting the expected standards • Coordinate group wide accreditation activities for Epworth HealthCare for all relevant industry standards including NSQHSS V2. 	<ul style="list-style-type: none"> • Organisational readiness for accreditation • Structures, systems, processes and reporting lines in place to meet requirement of NSQHS second edition 2 • Actions to address recommendations and suggestions from accrediting bodies are implemented and finalised.

<ul style="list-style-type: none"> • Monitor and report achievements against recommendations and escalate deficiencies to appropriate Executive/ Committee to resolve 	
<p>Risk Management</p> <ul style="list-style-type: none"> • Review and improve systems and processes to enable clinical risk identification, mitigation, investigation, and reduction • Build organisational capability in clinical risk management • Ensure that information, reports and recommendations regarding clinical risk, quality improvement and governance systems are provided according to reporting schedules and escalated if required 	<ul style="list-style-type: none"> • Clinical risks on the Enterprise Risk register are regularly reviewed and updated • Education modules designed and delivered to improve workforce capability to manage clinical risk assessment and mitigation activities and apply evidence based practice systems • Emerging clinical risks are identified through safety and quality performance data and rigorously assessed
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of 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 • Build customer relationships and greet customers 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 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

<ul style="list-style-type: none"> • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as leader rounding) 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 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 	<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 Clinician with Australian Health Practitioner Regulation Agency (AHPRA) or eligible for membership of Professional Association for non-registered allied health professions <p>Desirable</p> <ul style="list-style-type: none"> • Relevant post graduate qualifications in leadership, quality management or related discipline
Previous Experience	Essential

	<ul style="list-style-type: none"> • Experience in leading clinical risk management and clinical practice systems, processes and programs across multiple hospital sites • Demonstrated ability in the development, implementation and evaluation of safety and quality improvement programs in healthcare • Proven ability to engage and influence stakeholders in utilisation of clinical governance systems and processes. • Leadership in accreditation systems and processes <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated ability to work under pressure
<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated ability to manage competing demands, meet deadlines and respond to change • Highly developed report writing skills, including business cases, executive briefing papers and project plans • Strong organisational and systems thinking skills and attention to detail • Excellent oral and written communication, interpersonal and consultation skills including strong influencing, negotiating and engagement skills with leaders and teams across all levels of the organisation • A comprehensive knowledge of clinical governance, quality improvement methodologies, Australian healthcare industry relevant legislation, industry codes of practice, National Safety and Quality Healthcare Standards (NSQHS) and organisational policy and procedure • Knowledge of and commitment to clinical risk management, best practice and continuous quality improvement • Demonstrated ability to collect and analyse data and prepare reports for a variety of audiences, inclusive of Executive and Board • Awareness of current and emerging trends in improving safety and quality of patient care • Data analysis and process improvement skills <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated project planning and implementation skills including the ability to work toward specific targets and deadline
<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"> • Strong commitment to improving safety and quality of care and patient experience • Consultative style with the ability to influence at senior management level and act as a role model for professional leadership • Service and results oriented

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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">• Self-motivated and directed• Capacity to build effective and respectful relationships, influence and affect change• Ability to communicate with and work effectively with all levels of organisational staff• Professional work ethic• Commitment to working within the Epworth HealthCare values and behaviours
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
5 December 2022	6 July 2026	Robert Forsythe Group Director, Clinical Governance

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: _____