

Position Description



1. General Information

Position Title:	Director Epworth@Home
Division/Department:	Continuing Care and Support Services Division /Epworth@Home
Position Reports to:	Executive General Manager, Continuing Care and Support Services
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	
Location:	Epworth Richmond
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports:	Three direct reports: Nurse Unit Manager – Hospital in the Home Team Leader – Rehabilitation in the Home Team Leader – Community Integration Service
Budget under management:	
Key Relationships - internal and external	Hospital and Group Executive Team, clinical teams, Visiting Medical Officers (VMOs)

2. Overview of Epworth HealthCare

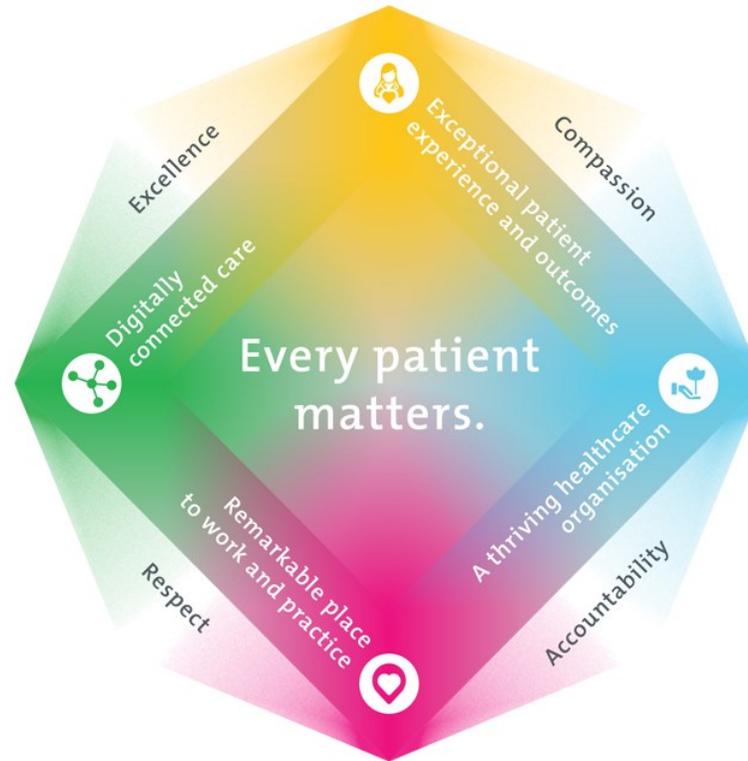
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

Epworth@Home encompasses the at-home services provided by Epworth Healthcare.

The Director of Epworth@Home role is a significant leadership role within the Continuing Care and Support Services Division, established to create and drive a Vision for in demand, ‘at home’, patient care services. The primary purpose of this role is to bring together existing, successful, Epworth ‘in home’ services such as Hospital In The Home, Rehabilitation In The Home, Chemotherapy In The Home and the Community Integration Team. This role has overall accountability for service delivery ensuring effective, timely, safe and efficient patient-centered care across acute, subacute and community at-home services that currently are Epworth@Home.

Working closely with the Executive General Manager, Continuing Care and Support Services, the Epworth@Home Director is responsible for:

- Developing and implementing a vision for Epworth@Home workforce across Epworth Healthcare
- Supporting the workforce to deliver safe, effective and efficient patient-centered care
- Leading a service that is responsive to the changing demands of healthcare
- Overall operational accountability for the Epworth@Home service delivery, financial management and professional standards of practice including all aspects of workforce management and culture
- Professional accountability for all staff applicable to the clinical background

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-centered 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
<p>Strategic leadership and team management</p> <ul style="list-style-type: none"> • Ensure high quality service delivery through Epworth@Home governance structure • Provide advice and leadership regarding professional issues pertaining to Epworth@Home services • Develop and foster a supportive and effective interdisciplinary team environment that supports staff across the services within Epworth@Home • Provide regular performance reports to the Executive General Manager, escalating any concerns regarding overall team and/or individual team member performance • Demonstrate leadership through developing and maintaining strong relationships with key stakeholders, both internal and external • Development of a service, business and financial plan for Epworth@Home • Accountability for the operational and financial performance of Epworth@Home, and development of strategies to ensure measures are met 	<ul style="list-style-type: none"> Key documents delivered within agreed timeframes Established and respected leader and 'go to' for all professional matters relating to Epworth@Home. Established effective and cohesive interdisciplinary team. Targets and Actions delivered emanating from the We're Listening (Glint or similar) employee survey results Feedback from stakeholders and EGM regarding quality of reporting Agreed activity and financial targets are met annually Performance management of direct and indirect reports in Epworth@Home Services comply with accreditation guidelines and all other relevant standards
<p>Service Development</p> <ul style="list-style-type: none"> • Lead and manage the Epworth@Home program in alignment with Epworth Healthcare's strategic direction, operational plans and professional practice standards • Work in collaboration with Epworth Healthcare operations to shape and deliver integrated service delivery • Assist in development and implementation of strategies to promote effective and efficient interface between Epworth@Home and other services across Epworth Healthcare • Ensure consistency in workforce procedures and policies across Epworth@Home, and reduce inefficiencies and duplication • Lead evaluation and continuous improvement work for Epworth@Home 	<ul style="list-style-type: none"> Key documents delivered in agreed timeframes Continuous improvement work delivered in agreed timeframes Evidence of strong leadership and collaboration to establish, promote across Epworth Healthcare and deliver outstanding 'at home' services Ensure and measure compliance with workforce adherence to policies and procedures Ensure efficiencies

<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 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 	<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
<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 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions

<p>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</p> <ul style="list-style-type: none"> • 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"> • 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
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Clinical healthcare qualification • Working with Children check • Police check <p>Desirable</p> <ul style="list-style-type: none"> • Post Graduate management qualification
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Healthcare management experience • Management of financial budgeting and resource management • Experience in multi-disciplinary model of service delivery • Experience in developing and delivering new patient pathways and sustainable models of care. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in managing and leading home based care services or employees at remote locations.

<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Well developed interpersonal and influencing skills • Excellent communication skills • Adaptability and continuous improvement focus • Negotiation and conflict resolution skills • Information technology proficiency • Developed risk assessment, management and mitigation capability. <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of the private health sector.
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Focus on patient centred care • Committed to providing a safe environment for patients and colleagues • Professional work ethic • Flexible and adaptable; ability to work in ambiguous situations • Focus on teamwork and collaboration

Position Description



Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
November 2024	November 2024	Executive General Manager, Continuing Care & 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: _____