

Job Description

Clinical Governance Business Partner (Australia)

As *Key Personnel / Responsible Person** this role performs a senior clinical leadership function within the Operations team and works collaboratively with Senior Operations leaders across Summerset Australian Villages, advising, guiding and supporting Village team leaders and managers to be successful in their role.

The key focus of the role is to support clinical service delivery for all residents receiving Summerset care services within the village, ensuring high-quality care underpinned by well embedded quality and clinical governance systems.

The approach to the role includes a strong focus on leading the resident-centred model of care, supporting resident safety and clinical outcomes and a strong focus on governance, quality systems and continuous improvement.

As the Clinical lead you will have a strong focus on monitoring, reviewing and updating the established compliance and clinical frameworks.

**As defined by the Aged Care Act 2024 (Cth)*

Business Unit: Operations and Customer Experience
Department/Team: Clinical Services
Budget: No
Reports To: GM Clinical Services
Direct Reports: No

Our Culture, Our Values, and Our Shared Promise

At Summerset, it's the passion and dedication of our people that bring our villages to life. Across all our roles, we work together as one team to create the best possible life for our residents. Our vibrant culture is grounded in our values and shaped by what our people have told us they value most about working here.

Our values: One Team + Strive to be the best + Strong enough to care = ***Bringing the best of life.***
B.I.I.G promises you can expect to receive in return for your hard work and commitment to Summerset:

BELONG You will belong to a supportive team dedicated to creating vibrant villages & communities.	**IMPACT** You will make a meaningful difference in the lives of our residents, giving them a fulfilling & comfortable future.
INCLUSION You will be valued for your unique skills, talents & background.	**GROWTH** You will join a leader in a growing industry. As we grow, you can grow with us.

Leadership Capabilities

Whether you're leading yourself, leading a team, or leading the organisation, the Summerset Leadership Framework describes that behaviours that make us a high-performing and thriving organisation.

LEADING INCLUSION We lead with respect and kindness, support each other through challenges, and foster inclusive, trusting environments.	**LEADING GROWTH** We seek feedback to grow, own our career journeys, and embrace change as a catalyst for learning and improvement.
LEADING IMPACT We work with purpose, plan and collaborate to deliver, and continuously seek better ways to innovate and improve.	**LEADING FOR SAFETY** We strive to lead safe people, safe places and safe systems, to protect our people and contractors, our residents, and our visitors from harm.

Contributions and Key Responsibilities

These are the key activities you'll be responsible for in this role.

Person centred model of care and clinical support

- Lead the person-centred model of care across Australian operating villages to drive a positive experience of care and clinical outcomes for resident's that align with their goals of care
- Drive the implementation of clinical and quality systems at village level to enable a high standard of resident care, delivered by skilled and competent staff
- Communicate updates and changes including implementation requirements with village teams to ensure that care staff are delivering care based on current evidence based and best practice approaches
- Apply clinical knowledge and expertise to reduce clinical risk and maximise clinical outcomes for the resident
- Proactively suggest improvements and implement agreed-upon enhancements.
- Contribute to the recruitment, orientation and professional development and support of clinical leadership roles in Village settings
- Drive a collaborative approach with external clinical specialist roles available to villages to support resident care and outcomes to the benefit of resident and staff skill development.

Clinical Training & Education

- Develop, implement and maintain the in-service education and training programme and qualifications framework to drive compliance, provide proactive feedback on the training needs

Clinical KPIs, reports and monitoring of quality framework: Clinical data and risk management

- Monitor and analyse nationally benchmarked clinical data and clinical reports for Australian villages to identify trends and risks and ensure improvement plans are developed, implemented and monitored
- Drive a continuous improvement approach to review of high-risk incidents and ensure learnings are shared with village teams and GM Clinical Services
- Monitor compliance with training requirements to ensure villages are meeting expected targets
- Participate in clinical governance forums at required levels across the company including village level as required, Summerset trans-Tasman forums and Summerset clinical governance board meetings.
- Work in partnership with data analyst staff to develop and submit reports as indicated for all mandatory reporting requirements in Australia and clinical governance forums as indicated
- Monitor complaints at village level and ensure complaint responses meet policy requirements, corrective actions are achieved and continuous improvement maintained
- Lead the review and response for complaints escalated to head office or the Commission

New Builds

- Ensure new service's and residence's are ready for opening by participating in the Mobilisation of Operations groups (MOPs) including the

of clinical staff and training materials used in Summerset AU
- Develop training content for clinical policy-related training.
- Ensure training materials reflect changes in clinical policies.
- Tailor training materials to meet the needs of the audience, focusing on clarity and relevance.

Clinical Governance and Quality Systems

- Review and maintain the Summerset Australia Clinical Quality and compliance framework to ensure ongoing compliance with the Aged Care Act, Aged Care Rules and Strengthened Standards
- Support Villages to successfully implement the quality framework and to be "audit ready" everyday
- Ensure the village teams are supported and prepared for external audits with the aim of attaining and then exceeding requirements
- Monitor implementation of corrective actions following external audits and that outcomes can be demonstrated to external parties as required
- Plan and complete village internal audits and assist with the development of action plans as required to address any gaps or risks identified.
- Provide reports to the GM Clinical Services following each audit, outlining risk resolution including any requests for additional resource and support for villages as required to reduce risk
- Prepare new sites to demonstrate compliance with key requirements in readiness for onsite Commission visits for accreditation and operational requirements to successfully accept new residents.
- Ensure initial clinical training is set up to meet the needs of the village, new care teams are supported and the training sessions are co-ordinated
- Closely monitor Clinical care delivery and implementation of systems for three months to mitigate risk and ensure a systematic approach to the running of the residence

contracting process for external clinical providers

The Wider Business

- Advise Summerset on changes or additions needed to the quality framework as identified by your experience and observations, emerging risks, feedback from the village teams and government changes
- Be an active participant of assigned clinical and quality meetings and Health and Safety forums
- Contribute to and drive uptake of clinical improvement initiatives, programmes and projects in line with the approved ANZ clinical strategy
- Support care teams to have access to appropriate clinical equipment and resources to support the delivery of care to residents and the health and safety of staff
- Undertake agreed assigned portfolios to the benefit of the current and future business needs of Summerset
- Maintain a collaborative working relationship with the national clinical team in Summerset NZ to the benefit of operations in both AU and NZ

Experience, Attributes and Qualifications

• Tertiary qualification in Nursing, Public Health, Primary Health Care or similar • Current Registered Nurse registration with AHPRA • A minimum of 5 years' experience in a senior management role within the Aged Care sector with a successful and proven track record • Thorough understanding of the Aged Care Act legislation, Strengthened Standards, community care services and government accreditation criteria for aged care • Demonstrated experience in policy and procedure development in the aged care setting • Demonstrated quality, compliance and clinical governance experience using a teambuilding approach through mentoring and staff development • High degree of clinical expertise and the ability to apply critical thinking skills in the aged residential care setting • A strong passion for continuous quality improvement and application of quality frameworks	• Ability to identify risk and implement risk mitigation strategies • Excellent interpersonal and communication skills and a strong team player • Ability to multitask, prioritise, delegate and manage the delegation process to ensure appropriate quality outcomes within expected timeframes • Skills in project management methodology and the implementation of new systems and processes desirable • The ability to think strategically and articulate concepts and ideas • High level of integrity combined with energy and drive and the ability to lead a multidisciplinary health care team • Motivating and engaging leadership style • Ability to understand and use information technology to improve the clinical outcomes for the customers

This job description provides an overview of the responsibilities and outcomes of the role. You may be required to perform job related tasks other than those specified.

