

JOB DESCRIPTION

Care and Clinical Governance Specialist

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible to support Uniting to effectively deliver a robust and sustainable Clinical Governance model and approach. You will partner with key specialists across Uniting and teams, building expertise, capability and capacity across our operational and service delivery teams. Together you will influence clinical, practice and process improvement activities and the design and review, audit, analysis following a Risk management approach

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Care and Clinical Governance team in the Governance Risk and Quality Directorate through the following:

- Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
- Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
- Conducting specialised studies as required, providing insights into the operation of the team and the organisation.

- Actively promoting safe work practices in the workplace during all activities consistent with Uniting's policies and comply with all WH&S legislation, policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Clinical Governance Specialist, your role specifically will:

- Support the development and implementation of Uniting's Clinical Governance Framework and Policy
- Extensive knowledge of care and clinical governance standards which applies to Uniting eg. NDIS, Aged Care Quality Standards and National Principals of Child Safe Organisation etc
- To provide Uniting leadership with a reliable view of the quality of care and services, and conformance with Uniting policy, procedures and legislated quality standards.
- Actively support the Care and Clinical Governance Risk Indicator and reporting suite system by providing analytic and guidance information to support the organisational quality management framework.
- Define and ensure that the complaints and incident management framework is implemented consistently across the organisation.
- Support the management and distribution of Uniting care and clinical reporting
- Actively participates in the clinical standards committee and quality and risk committee.
- Collaborates with the Quality and Service Improvement team, Quality Leads and Practice Leads from the audits/review and reports to improve clinical governance and practice.
- Collaborates with the Operational leads/other specialists in conducting Root Cause Analysis activities and other investigations guided by sector guidelines

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Governance Risk and Quality
You'll report to: Head of Care and Clinical Governance

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

Bachelor qualification in a relevant field or equivalent experience.

Experience:

Typically this role will require 3 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Bachelor Degree in Nursing, Medical or equivalent
- Advanced analytic skills, ability to prepare, analyses and interpret data
- Proven experience and acumen in technology
- Proven skills in report writing, formal papers and reports
- Strong communication skills (written, verbal and presentation)
- Experience in both Client and Incident Management
- Experience in Health/ Aged Care, Community for Government sector
- Experience working collaboratively to ensure compliance and client/resident satisfaction
- Proven experience in conducting high quality investigations/ RCA against sector and Industry sector framework including detailed reports, findings and briefings

Even better:

- Current Driver's License to travel to regional areas as required
- Systems auditing and improvement experience
- Experience working with clinical care staff in aged care/health
- Experience in Health or Community Sector including Disability, Aged Care, Foster Care, ED, Hospital and UCU
- Current Australian Health Professional Regulation Agency (AHPRA) for a Registered Nurse is ideal

Employee Name:	Insert employee name	Manager's Name:	Kay Freudenstein-Hayes
		Title	Head of Care and Clinical Governance
Date:	Insert date	Date:	Insert date
Signature:		Signature:	