



Position Description	
Job Details	
Position Title: Head of Clinical Governance, Risk and Quality	Year: 2021
Department: Executive Leadership Team	
Reports directly to: Executive Director	Direct Reports: • N/A
Background Information	
Qualifications	<i>Undergraduate</i> Bachelor of Allied Health and/or Social Services
	<i>Postgraduate</i>
	<i>Other</i> <ul style="list-style-type: none"> • Relevant membership with AHPRA or other professional bodies
CatholicCare Western Sydney & The Blue Mountains Overview	
<p>CatholicCare Western Sydney and the Blue Mountains (CC) is a not-for-profit that aims to serve the community in the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CC respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.</p> <p>At CC, what inspires us most is hearing what really matters to our clients so we can support them to live with joy and purpose. CC provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.</p> <ul style="list-style-type: none"> • Child Education Services • Families, Counselling and Wellbeing • Disability and Aged • Homelessness • Community & Engagement <p>As a not for profit, CC relies significantly on funding and community support to be able to continue to make a difference in the lives of people who need us.</p>	

Working for CatholicCare Western Sydney & The Blue Mountains

Our highly trained staff support people at all stages of life to manage difficulties and rediscover strengths. We are a unifier, bringing together individuals and families with their community. This is what inspired us every day so all those in our community may live with joy and purpose.

With more than 200 employees and volunteers, CC employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CC is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. CC is committed to safeguarding all children, young people and vulnerable adults and that all children, young people and vulnerable adults have an equal right to protection from abuse.

At CC we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

CatholicCare Western Sydney & The Blue Mountains Values

At CC, our values underpin everything we do and how we do it.

- **WE EMBRACE EVERY JOURNEY** with gratitude and love
 - **WE ARE AVAILABLE** with an open mind and heart
 - **WE BUILD TRUST** with integrity and respect
 - **WE ADVOCATE** with patience and passion
 - **WE PERSEVERE** with resilience and belief

Role Purpose

The Head of Clinical Governance, Risk and Quality is a senior, business critical position. This position is the custodian for the organisations Foundation of Practice which underpins practice, quality and risk frameworks.

The role is responsible for coordinating processes to ensure that CatholicCare achieves the full range of accreditation along with other standards relevant to program agreements and to support high quality, safe and effective service delivery.

Reporting to the Executive Director, The Head of Clinical Governance, Risk and Quality will work as a member of the Executive Team and collaboratively with the Diocese Risk Assurance team and Office of Safeguarding.

Working across Teams the position will work within existing quality and governance structures to provide a framework that incorporates coordination, direction, systematic monitoring and evaluation to positively affect quality, safety and service and outcomes to clients, staff, volunteers and stakeholders.

The position is responsible for clinical advice, mentoring, support and governance of the services programs along with developing monitoring and evaluation mechanisms and contributing to funding body reports.

Key Responsibilities

- Development and maintenance of the organisations Foundation of Practice
- Oversee and provide quality, accreditation and policy support to the Executive and Program Managers within CatholicCare in relation to the:
 - accreditation programs,
 - external review processes, and
 - the implementation of recommendations.
- Lead and implement a systematic approach to:
 - clinical governance,
 - quality and risk management, and
 - policy management
- Work cross functions to develop and implement an integrated quality framework
- Oversee the risk management framework so that all risks are identified, controlled and mitigated in agreed time frames and in an effective and efficient manner.
- Lead the implementation of systems and processes that support contemporary clinical governance approaches for consistency, quality initiatives and reporting internally and externally and that these are implemented and complied with. Examples include:
 - Care Management System
 - Risk Management System.
- Train and support to staff for:
 - introduced quality measures, and
 - new policies.
- Participate in the development and maintenance of external stakeholder engagement to promote and generate opportunities
- Promote a positive relationship between all staff involved in service provision
- Follow relevant policies and procedures including safe work practices and take reasonable care of own and others health, safety and wellness
- Work in partnership and consultation with Management for continuous quality improvement opportunities.
- Work collaboratively with other team members and teams on CC activities
- Follow CC values, policies, procedures and statutory obligations
- Actively foster a culture of continuous learning and improvement.

Knowledge, skills, experience & compliance – Required to perform this role

- Proven track record in leading, implementing and managing quality, safety and risk management programs and systems at a senior management level.
- Relevant experience in clinical governance and accreditation standards within the human and social services.
- Experience working with CatholicCare's direct client groups; poor, marginalised, disadvantaged and working with people who come from diverse backgrounds e.g. Aboriginal, African and other non-English speaking backgrounds.
- Experience in meeting requirements of a variety of funding bodies and funding service agreements.
- Demonstrated experience promoting a culture of continuous improvement in a health or social services setting and partnering with employees at all levels of the organisation and external stakeholders.
- Demonstrated understanding of performance measurement, benchmarking and service standards in the social services sector.
- Ability to work flexibly and across any CCSS Western Sydney & the Blue Mountains locations

- Ability to undertake the duties of the role in accordance with CC's Mission, Vision and Values; and its Code of Ethics and Conduct.
- Ability to negotiate with all stakeholders.
- Excellent and demonstrated customer service knowledge and skills
- Proficient in relevant computer applications, and data entry. As well as an ability to learn and adapt to new computer systems
- Ability to engage and adapt to different personality types in different external environments
- Ability to problem solve and come up with solutions that benefit all stakeholders.
- Valid Working with Children Check
- National Criminal History Check (obtained in the last 6 months) with no disclosable outcomes
- Current NSW driver's license

Personal Attributes

- Solid relationship building skills
- Good team member with excellent communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		