

## Position Description

The Position Description outlines the purpose, key responsibilities, measures of success, values and professional skills required for success in the role. It defines what “great” looks like and provides focus for recruitment, development, career planning and performance management.

<b>Position Title:</b>	Clinical Governance Lead
<b>Reports To:</b>	Chief Executive Officer

<b>Current as of:</b>	15 February 2021
<b>Direct Reports:</b>	Nil

### 2020 Strategic Blueprint

<b>Our Vision:</b>	A society where people of all abilities are equal.
<b>Our Mission:</b>	We create opportunities for people living with disability to support them live their best life.
<b>Our Values:</b>	Integrity – act ethically, honestly and with transparency Empowerment – enable and inspire Compassion – show kindness, empathy and care Respect – listen, value and acknowledge Collaboration – work together, succeed together

### Role Purpose

<p>The Clinical Governance Lead (CGL) will drive continuous improvement and implementation of the frameworks and models of care that ensure C2A’s services remain consistent and underpinned by evidence. You will support staff to utilise clinical governance systems and processes to support the provision of safe, effective, accountable, and person-centred care.</p> <p>You have the following key areas of responsibility:</p> <ul style="list-style-type: none"> <li>• Management and implementation of clinical governance framework</li> <li>• Handle clinical incidents, complaints and consumer feedback</li> <li>• Oversight of C2A’s practice frameworks, including policies and procedures</li> <li>• Manage clinical safety systems and high intensity daily personal activities registers</li> <li>• Provide Health Care training to staff</li> </ul>
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## Key Responsibilities

	<b>Responsibilities</b>	<b>Measures of Success (KPIs)</b>
<b>Management and implementation of clinical governance framework</b>	<ul style="list-style-type: none"> <li>To lead the development of the QA framework in line with C2A's strategy and ensure that a culture of continual quality improvement is embedded across clinical governance.</li> <li>Lead responsibility for the continual development of robust and safe clinical governance processes</li> </ul>	<ul style="list-style-type: none"> <li>Ensure C2A's clinical governance is aligned with NDIS regulatory requirements and policy contexts, ensuring the internal frameworks reflect and exceed minimum expected standards</li> <li>Participate in identified projects and strategic initiatives</li> </ul>
<b>Handle clinical incidents, complaints and consumer feedback</b>	<p>Monitor and contribute to the collection, analysis and reporting of clinical data to:</p> <ul style="list-style-type: none"> <li>Monitor operations performance (including incident and complaints data)</li> <li>Inform practice improvement</li> </ul>	<ul style="list-style-type: none"> <li>Support operational responses to presentation of reports and action any learnings</li> </ul>
<b>Oversight of C2A's practice frameworks, including policies and procedures</b>	<ul style="list-style-type: none"> <li>Support the development and implementation of organisational policies and procedures and the change management required to realise these,</li> <li>Support the review of processes, policies, audit tools and documents to support minimising risk and the provision of high-quality care aligned with the NDIS standards.</li> <li>Support the translation of evidence base processes into practice.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all processes and systems, reflect the requirements of the NDIS standards.</li> <li>Support operational staff to prepare for and participate in accreditation processes.</li> <li>Assist in the development and monitoring implementation of action plans following audits</li> </ul>
<b>Manage clinical safety systems and high intensity daily personal activities registers</b>	<ul style="list-style-type: none"> <li>Manage all reportable Incidents involving the Use of a Restrictive Practice</li> <li>Management of medication. Ensuring C2A administers, stores, and monitors the effects of medication and work to prevent errors or incidents.</li> <li>Oversight of intake assessment for participants with complex needs or high intensity daily personal activities</li> <li>Provide ongoing professional and ethical practice and compliance guidance in the delivery of positive behaviour support</li> <li>Contribute to the education for key personnel in relation to Clinical Governance Risk and Innovation as appropriate to support the provision of evidence-based consumer driven care and services.</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement risk assessment tools that will support service and practice monitoring whilst encouraging the delivery of a high quality, safe service</li> </ul>

<b>Provide Health Care Training to staff</b>	<ul style="list-style-type: none"> <li>• Provide staff training in medication-specific emergency management procedures.</li> <li>• Provide staff training in all health care including diabetes, tube feeding management, epilepsy, urinary catheter care and behaviour support strategies</li> <li>• Coach staff to ensure a risk assessment is completed and documented for each participant's support plan, then appropriate strategies to treat known risks are planned and implemented.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in Clinical Governance committees</li> </ul>
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## Connecting 2 Australia Attributes & Values

C2A Values	What this means for the role
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• Adheres to a strict moral or ethical code Shows character, honesty and leadership values</li> <li>• Knows right from wrong and demonstrates that in all they do</li> <li>• Communicates openly and honestly with others</li> <li>• Lives his or her values in relationships with all stakeholders</li> <li>• Acts with honour and truthfulness</li> </ul>
<b>Empowerment</b>	<ul style="list-style-type: none"> <li>• Enables people to think, behave, take action, and control work and decision-making about their job in autonomous, independent, self-directed ways</li> <li>• Feels in control of their work environment</li> <li>• Has permission to make decisions in the areas they control and are responsible for in their job</li> <li>• Builds the power one needs to accomplish their goals</li> </ul>
<b>Compassion</b>	<ul style="list-style-type: none"> <li>• Shows kindness and empathy to others</li> <li>• Demonstrates a sympathetic consciousness of the distress of others together with a desire to alleviate it</li> <li>• Listens actively to others</li> <li>• Communicates compassionately</li> <li>• Gives of themselves in such an honest and invaluable manner that it lifts others</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>• Demonstrates courtesy, politeness and kindness in all their dealings</li> <li>• Treats people the same no matter their race, religion, gender, size, age or country of origin</li> <li>• Shows curiosity for the views of others</li> <li>• Engages others in ways that build their self-esteem</li> <li>• Looks for opportunities to connect with and support others</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Works together with others on a common task</li> <li>• Shares work as well as ideas and insights to achieve a shared objective</li> <li>• Keeps the conversation open ended</li> <li>• Harnesses the best out of two or more individuals together</li> </ul>

## Key Selection Criteria

Compulsory	
	<ul style="list-style-type: none"><li>• Qualified as an RN</li><li>• Must have at least 3 years' experience in a similar position in Clinical Governance</li><li>• Strong understanding of the accreditation standards and processes in Disability Day Services or Aged Care</li><li>• Demonstrated experience in practice governance oversight including the development of effective processes and systems</li><li>• High-level time management and organizational abilities</li><li>• Exceptional communication (written, verbal and listening) and interpersonal skills to develop effective relationships and consult with key stakeholders</li><li>• A current driver's licence</li><li>• NDIS Clearance Check or willing to obtain</li></ul>
Desirable	
	<ul style="list-style-type: none"><li>• Certificate IV in Training &amp; Assessment</li></ul>

## Sign Off

Incumbent Statement	
	<p>I have read, understand and accept all pages of the above position description, <u>initial previous pages</u>.</p> <p>Name: _____</p> <p>Signed: _____</p> <p>Date: _____</p>