

Position Description

This position	Head of Nursing & Clinical Governance
Your directorate	Customer, Risk & Governance
Your stream	Corporate Services
You'll report to	Chief Customer, Risk and Governance Officer

Uniting's purpose & values

When you're part of Uniting NSW.ACT, you're part of a diverse, purpose-led team of people who are really making a difference to the world around them.

We contribute to the work and mission of the Uniting Church in NSW and the ACT through social justice advocacy, community services and spiritual care. We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

Uniting leaders and employees work together to create a culture that is safe, inclusive, and person-centred. We bring this to life every day through our values: compassionate, respectful, imaginative, and bold.

Uniting acknowledges the continuing sovereignty and rich cultural diversity of Australia's First Peoples. We pay our respects to all Elders – past, present, and emerging – and to all First Peoples on whose lands we live and work.

Uniting is a Child Safe Organisation committed to promoting the safety, wellbeing and inclusion of children and young people.

Customer, Risk & Governance Directorate

The Customer, Risk and Governance Directorate is an enabling function that partners with services to support safe, high-quality and person-centred care through governance, risk management, compliance, safeguarding, quality systems and engagement with people we serve.

Led by the Chief Customer, Risk and Governance Officer, the Directorate connects organisational strategy, governance and service practice. It supports clear accountability, effective oversight and continuous improvement across Uniting.

Why join us?

CRG is where governance meets purpose. You will be part of a purpose-driven team helping to protect people, improve experiences and support meaningful, organisation-wide change. If you value collaboration and want your work to contribute to safe, respectful and accountable services, this is a place where you can make a practical difference

About this role

This position is responsible for leading the Nursing and Clinical Governance function and provides strategic clinical leadership, specialist advice, oversight and assurance across Uniting's services.

Accountability includes the stewardship of the Clinical Governance Framework, the clinical policy portfolio and the Nursing Development Strategy. It identifies material and systemic clinical risks, strengthens professional practice and workforce capability, and supports organisation-wide learning and improvement.

Primary responsibility is for clinical governance across Seniors Services, including Residential Aged Care and Home and Community Care. Specialist support is also provided to Communities services where the nature or materiality of clinical care, risk, policy or capability matters requires it.

Clinical performance information, incidents, investigations, feedback and regulatory developments are analysed to identify systemic issues and emerging trends. In partnership with service leaders, these insights inform practical, proportionate and measurable improvements to the safety and quality of care.

Your key accountabilities

As an integral member of the Customer, Risk and Governance Directorate, you will lead the Nursing and Clinical Governance function with responsibility for:

Clinical governance

- Lead the implementation, evaluation and continuous improvement of the Clinical Governance Framework and clinical policy portfolio.
- Establish clear clinical governance expectations, accountabilities, assurance arrangements and escalation pathways.
- Incorporate the experience, rights and feedback of the people we serve into clinical governance priorities and improvement.

Clinical assurance and improvement

- Analyse clinical performance, incidents, complaints, investigations and care outcomes to identify material, systemic and emerging risks.
- Provide clear and timely advice and clinical governance assurance to executives, service leaders and governance forums.
- Lead the management contribution to the Seniors Services Quality Care Governance Committee, ensuring clinical performance reporting provides clear analysis of material trends, systemic issues, management action and residual risk.
- Lead or commission reviews of significant clinical issues and monitor whether resulting actions are implemented and effective.
- Escalate material or unresolved clinical risks through appropriate management and governance pathways.

Nursing leadership and capability

- Lead the Nursing Development Strategy and strengthen nursing leadership, professional practice and contribution to service improvement.
- Set priorities for clinical excellence and workforce capability based on clinical risk, performance evidence, regulatory developments and service need.

- Provide expert advice on complex clinical matters and influence the design and evaluation of clinical capability initiatives.

Regulatory stewardship

- Maintain current knowledge of relevant aged care legislation, regulatory requirements and strengthened standards, and lead assessment of their implications for Uniting.
- Coordinate advice and organisational responses with Legal, Risk, Quality, Safeguarding, People and Culture and service leaders.
- Maintain effective relationships with regulators, professional bodies and relevant external organisations.

Organisational influence

- Partner with service leaders to integrate clinical governance into service strategy, performance and improvement.
- Promote shared learning and consistent clinical practice across relevant services.
- Influence action on material clinical risks without displacing operational accountability.

Function leadership

- Set the direction and priorities of the Nursing and Clinical Governance function.
- Lead and develop the team and establish clear responsibilities and coordinated ways of working.
- Drive specific projects within the business plans.
- Manage workforce and financial resources within approved plans, budgets and delegations.

Leadership and Key Relationships

As Head of Nursing & Clinical Governance, you will lead the following roles:

- Clinical Excellence Lead
- Clinical Governance Lead
- Clinical Leadership and Capability Lead

The Clinical Excellence Lead oversees the specialist clinical practice roles, and the Clinical Governance Lead oversees the Clinical Governance and Improvement Specialist.

The role works across Uniting to provide clinical leadership, advice and assurance, with key internal relationships including:

Internal:

- Seniors Services, including Residential Aged Care and Home and Community Care
- Communities (related to children, youth and family services)
- Customer, Risk and Governance
- Clinical and service delivery teams
- Legal and Compliance
- People and Culture and organisational learning functions

- Relevant executive and governance committees and Board

External:

- Aged Care Quality and Safety Commission
- Relevant government, regulatory and professional bodies
- Education, sector and workforce development partners

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 time frames and works to complete projects, tasks, and duties on time.

Business Acumen

- **Enterprise operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Enterprise objectives** - Applies Uniting's strategy, purpose and values to set priorities, inform decisions and address issues within the Nursing and Clinical Governance function.
- **Develops and grows the business** - Translates organisational goals into clear priorities and works across teams and services to strengthen capability, improve performance and achieve agreed outcomes.
- **Makes sound decisions** - Analyses problems, seeks input from relevant stakeholders and takes appropriate action to implement the most effective solution in a timely manner.

Your qualifications, experience & skills

Essential qualifications, experience and skills:

- Bachelor of Nursing or an equivalent qualification recognised for registration in Australia.
- Current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency.
- Substantial senior leadership experience in nursing, clinical governance, clinical quality, safety or clinical risk within a complex and regulated care environment.
- Demonstrated experience leading clinical governance frameworks, assurance systems and systemic improvement.
- Strong knowledge of regulatory expectations and rights-based care including the Aged Care Act 2024, Aged Care Rules 2025, Strengthened Standards and ACQSC framework.

- Demonstrated ability to analyse complex clinical information, identify material risks and translate findings into clear advice and action.
- Experience advising executives, service leaders and governance forums and influencing change across a complex organisation.
- Experience leading multidisciplinary professional teams and managing workforce and financial resources.
- Highly developed communication, negotiation and influencing skills, with the ability to navigate complex issues and resolve conflict constructively.
- Sound knowledge of Work Health and Safety obligations and their application to leadership, workforce and clinical risk.

Even better:

- Postgraduate qualification in clinical governance, quality and safety, health service management, nursing leadership or a related field.
- Senior leadership experience in aged care or a comparable multi-service care environment.

Employee Name:		Managers Name:	
Date:		Date:	
Signature:		Signature:	