



Position Title (position number):	Head of Clinical Governance
Supervisor:	Chief Executive Officer
Classification Level:	Contract – appointment subject to qualifications, skills and experience
Salary Range:	Base Salary: \$265,000 Total Salary: \$295,526 (includes leave loading and superannuation)
Staff	5 direct reports
Location	Binyolkga Centre, Knuckey st, Darwin
Length of Contract:	Up to 2 years with an option to renew
Date Reviewed	December 2019

**SUMMARY OF POSITION:**

The Head of Clinical Governance will have lead responsibility for systems and governance improvements to support DDHS staff and GPs to deliver high quality, effective and culturally safe primary health care. Ensures that Health Systems team is supported to deliver consistent safety and quality systems across DDHS clinics. Lead improvements that contribute to growth in Medicare revenue and Communicare information management and reporting to satisfy regulatory authorities and optimise business opportunities. Ensures DDHS services are properly supported with data on evidence-based research and analysis

**OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT**

**Background**

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

**PRIMARY RESPONSIBILITIES:**

**Strategic Management**

- Ensure effective governance frameworks, plans and procedures are established, implemented and maintained across the clinical governance function including clear Key Performance Indicators, targets and reporting
- Clinical excellence - Ensure that services meet the standards of excellence for primary healthcare, ethics, scientific merit, and legal and regulatory compliance.
- Clinical governance - Manage the provision of a significant clinical governance specialty within DDHS. Provide clinical support to internal teams by developing and implementing effective clinical governance frameworks.
- Leadership and direction - Holds overall responsibility for leading and directing **GP clinical support.**
- Improvement/Innovation – Collaborate with DDHS Leadership team to formulate and implement continuous improvement initiatives to achieve clinical excellence, while managing the development and/or delivery of a significant element of the organisation's change management program
- Legal and regulatory affairs – Ensure compliance with clinical legal and regulatory requirements within the organisation
- Policy development and implementation - Builds clinical frameworks and policies that achieve compliance standards and allow for the execution of organisational strategy.
- Performance development - Develops short and long term objectives for employees and takes responsibility for implementing and coordinating a performance development culture for the department.

- Advocacy - Acts on advocacy opportunities related to the organisation's community and clients.
- Ensure systems are in place to optimise the uptake of Medical Benefits Scheme items to support financial sustainability and alternative revenue generation
- Participate in the evaluation of major national and regional health initiatives
- Oversee the GP Registrar and Student programs
- Ensure data, reporting and compliance obligations for services are met

### **Safety, Quality and Continuous Improvement**

- Monitor clinical activities and develop / implement a review and evaluation framework to ensure services are routinely evaluated, and regular stakeholder surveys are undertaken and acted upon
- Work collaboratively with the Chief Executive Officer, Head of Operations and Health Services team to identify and respond to service improvement opportunities
- Ensure compliance with accreditations and AGPAL standards

### **Risk Management and Compliance**

- Contribute to the DDHS risk management plan and business continuity plan
- Address and when appropriate notify the Leadership Team of any issues or concern/risk

### **Research and development**

- Ensure collaboration with universities and research institutes to support improvements in Aboriginal and Torres Strait Islander health outcomes in accordance with DDHS Research Policy
- Oversee the development, implementation and review of DDHS Research Plan including the identification of research priorities

### **Stakeholder Engagement**

- Develop and maintain effective relationships and partnerships within DDHS, relevant Territory and federal Government and health sector networks, forums and practitioners
- Represent DDHS in a variety of public forums and meetings ensuring the organisation's brand is protected and enhanced

### **Leadership**

- Provide strategic advice, regular updates and reports to the CEO, Board and Leadership Team in areas of responsibility
- Collaborate with the Leadership Team to effectively manage organisational change and ensure a constructive organisational culture
- Role-model behaviours that demonstrate a high level of performance of oneself and others
- Contribute to the development of strategic plans and initiatives for the organisation

### **Organisational Responsibilities**

- Adhere to all organisational policies, procedures, standards and practices e.g. Work Partnership Agreement; information and records management; confidentiality
- Act only in ways that advance DDHS objectives, values and reputation and with honesty, integrity and good faith
- Other duties as required, consistent with skills and experience, as directed by the CEO.

**SELECTION CRITERIA:**

**Essential:**

1. Registration as a General Practitioner with the Australian Health Practitioner Regulation Agency (AHPRA).
2. Extensive strategic and clinical leadership skills at a senior level in accredited general healthcare operations, Public Health or multidisciplinary clinical practices.
3. Demonstrated understanding of costing and budgeting, clinical reporting, evidence-based practice and the ability to minimise risks to the organisation
4. High level research skills, strategic and analytical thinking with the ability to develop innovative solutions.
5. Demonstrated knowledge of Aboriginal Community Controlled Health Services and their issues.
6. Demonstrated ability in building a culture of creativity, innovation and continuous improvement.
7. Superior skills in relationship management, communication, negotiation and conflict resolution with the ability to work constructively with people from a wide range of cultural and social backgrounds and multi-disciplinary teams.
8. Knowledge of State/Territory and Federal Government agencies and funding arrangements and proven experience in managing funded programs

**Desirable**

1. Knowledge of Aboriginal health issues and understanding of Aboriginal history, culture and aspirations and the role of community controlled health organisations.
2. Knowledge of the Australian healthcare system and an understanding of contemporary health policy.
3. Tertiary qualifications in business, public health, social science or other relevant areas.

**Appointment Factors:** (Appointment is subject to)

1. A Criminal History Check
2. Ability and preparedness to obtain a Working with Children Clearance (Ochre Card)
3. Current driver's license (desirable)
4. Current First Aid Certificate or preparedness to gain one within six months of commencement

**Approved:**

**Olga Havnen**

**Chief Executive Officer**

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Reviewed by:	Chief Executive Officer	December 2019
Approved by:	Olga Havnen, CEO	December 2019
Review due by:	Chief Executive Officer	December 2021