

Position Title: Director Service Improvement

Campus: Grampians Health (multi campus)

Portfolio: Chief Operating Office

Directorate: Clinical Support and Service Improvement

Reporting to: General Manager Clinical Support and Service Improvement

Direct Reports: Manager, Clinical Innovation & Service Development
Manager, Clinical Planning
Manager Models of Service Delivery
Change Management Specialist
Improvement advisors

Appointment Terms/Conditions:

Classification and Code: Administrative Worker Grade 8 (HS8) with allowance dependent on skills, qualifications and experience
Campus DON of Group 8A campus (RN 69)
Allied Health Director Grade 6
Relevant Director – Med Scientists – Pharmacists VPS

Enterprise Agreement: Per relevant discipline

ORGANISATIONAL INFORMATION

Grampians Health draws on its 150 years of health service delivery to provide high-quality, accessible care, close to home.

Situated across multiple campuses within Victoria's Grampians Region, our collaborative workforce comprises more than 7,000 professionals, providing compassionate care to more than half a million people who call the region home.

The region's catchment is a vast 48,500km², offering opportunities to work in unique and diverse area's rural locations, and our organisation's values unite us in a singular vision - to be at the forefront of healthcare excellence, and to foster a healthier and thriving Grampians region.

For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Director Service Improvement provides senior leadership across the Grampians Health care standards, service improvement, clinical planning and models of service delivery areas ensuring they are innovative, strategic and foster collaborative working relationships with key internal and external stakeholders within the Victorian public health sector and local communities.

The Director Service Improvement is also responsible as a primary contributor to patient experience, ensuring services continue to evolve in a cost-effective manner and that emerging health needs of our service population are met.

KEY ACCOUNTABILITIES

- As a senior leader responsible for Service Improvement teams across Grampians Health, develop, implement and measure strategic operational plans that align to the overall Grampians Health Strategic Plan, Clinical Services Plan, and other relevant strategic or operational plans with an emphasis on enhancing outcomes and services.
- Drive organisation-wide improvement by leading the implementation of proven methodologies, overseeing strategic models of care and service planning, and embedding structured change management practices to deliver sustained enhancements in clinical outcomes and patient experience.
- Provide leadership, guidance and support to the Service Improvement team to enable success. Act as an escalation point for high level clinical, operational and day-to-day challenges and opportunities.
- Foster strong collaboration with other members of the Clinical Support and Service Improvement leadership team, interface with Hospital Operations and across Grampians Health to ensure effective delivery of services. Maintain strategic and mutually beneficial stakeholder relationships with external agencies, key stakeholders both internal and external to promote service integration, access to services, and reduce duplication and overlap.
- Be an exemplar and champion values-based leadership across Grampians Health and across Service Improvement to ensure that programs are integrated and care provisions are seamless.
- Actively participate as a member of the Clinical Support and Service Improvement leadership team, and the Grampians Health Extended Leadership Team as an expert leader in Service Improvement. Act as the General Manager Clinical Support and Service Improvement as required to cover periods of leave.
- In collaboration with the Chief Allied Health Officer, General Manager Clinical Support and Service Improvement and the Grampians Health Quality, Risk and Education team lead strong governance and clinical services frameworks, policies and procedures to ensure safe, appropriate, and effective health care.
- Actively seek and advocate for areas of improvement to ensure sustainability and effectiveness of programs keeping abreast with new legislation to determine effects and opportunity in line with operations and programs.
- Monitor the operational budgets across all Service Improvement cost centres to ensure the sustainability of services. Work in strong partnership with Finance Business Partners and other key stakeholders to ensure success.
- As an experienced people leader, ensure appropriate workforce planning, communication, change management, workforce health and safety, performance optimisation, and relevant People and Culture initiatives in strong collaboration with People and Culture Business Partners and other key stakeholders.
- Oversee consumer feedback, risk management and service improvement opportunities. Work in collaboration with key stakeholders as required to address challenging matters to ensure success and integrity of Grampians Health services. Ensure that the experience of patients and clients is heard and informs service improvement

KEY SELECTION CRITERIA

Qualifications

- A relevant tertiary qualification and proven experience in healthcare management, with at least 5 years in a managerial level role.
- Post-graduate qualifications in health services management, business analysis, service planning, quality science and/ or research desirable

Technical/Professional Knowledge and Skills

- Experience in effectively leading Service Improvement areas, with an emphasis on patient experience.
- Strong experience in planning, commissioning and operationalising clinical services functions
- Demonstrated strong values driven leadership skills with a commitment to working collaboratively to achieve agreed operational objectives adopting an evidence-based quality approach.
- Experience leading complex strategic projects and change programs with strong project management skills.
- Applied working knowledge of principles of improvement, quality, safety and risk management.

Work Environment

- Proven track record of leading success and outcomes in line with operational and strategic objectives.
- Demonstrated knowledge of contemporary management challenges, practices, and opportunities.
- Demonstrated ability to lead teams to ensure goals and timeframes are met in a rapidly changing environment.
- Demonstrated ability to manage change processes by effectively motivating and energising others in the organisation for the best possible patient results, outcomes and processes.

Personal attributes

- Highly developed interpersonal, communication and negotiation skills with experience in developing and maintaining collaborative and successful teams.
- Proven innovative approach to developing and implementing contemporary models of care and service planning.

ORGANISATION REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members will demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children. Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the GH integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of GH.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. People with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive. Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.