

POSITION DESCRIPTION

CLINICAL CARE AND GOVERNANCE MANAGER

DIVISION or PROGRAM:	Operations	AWARD AND LEVEL (if applicable):	Non-Award
DATE OF APPROVAL:	December 2019	APPROVED BY (Position Title):	

PURPOSE OF THE POSITION

The Clinical Care & Governance Manager will oversee and lead the design, implementation and maintenance of a clinical governance model and related systems across the organisation to ensure these meet the requirements of clinical quality standards, are evidence based and allow delivery of clinical services in an efficient and sustainable manner.

The role is one of clinical leadership and governance providing support to service delivery and clinical practitioners across CatholicCare to meet standards, objectives and targets and ensure high quality service to our clients.

KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principles
- Working with key stakeholders, develop and embed CatholicCare's Clinical Governance Framework to achieve high quality, evidence-based practice across CatholicCare services
- Provide high level clinical advice to the Executive Leadership Team, clinical practitioners and other stakeholders to ensure compliance with CatholicCare's policies, procedures and required standards and assisting in the development of content where applicable
- Complete due diligence and sign off on the scope of work in any tenders or funding arrangements for clinical services and/ or service enhancements with consideration of the strategic, clinical and business perspectives
- Partner with specialists across the service delivery teams to influence clinical practice and process improvement to align to the Clinical Governance Framework
- Provide guidance and support in the response and review of clinical critical incident management
- Contribute to driving a quality improvement culture by leading clinical quality improvement initiatives to ensure continuous improvement is driven throughout the organisation
- Analyse, interpret and report auditing / file review outcomes and provide feedback and advise to programs ensuring linkage between audit findings and remediation activities being undertaken
- Input into design and content of reporting regarding clinical outputs and outcomes (monthly statistics, board reporting, client contract reporting etc) and develop indicators to measure clinical performance of CatholicCare programs
- Oversee clinical documentation systems and clinical governance processes to ensure compliance and additional oversight in relation to clinical, practice and operational issues
- Be an escalation point for clinical risk and complaint management across the organisation
- Be an active member of CatholicCare's Quality and Risk Management Committee, and Clinical Advisory Groups
- Other duties as directed from time to time

KEY COMMUNICATIONS

This role works closely with General Managers and Clinical Program Managers across CatholicCare to provide guidance, expertise and high level clinical advice to ensure the organisation meets quality and compliance in clinical service provision. The role will sit on the Clinical Advisory Group and work in partnership with the Quality and Risk Management Committee.

KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	AHPRA Accredited with qualifications in Mental Health Nursing, Psychologist, Occupational Therapy or other relevant Allied Health qualification with extensive experience in a clinical setting which includes a Mental Health focus
3.	An ability to implement Care and Clinical Governance standards such as those applied to Mental Health, Disability, Family & Domestic Violence, Addictions, Aged Care and Child Safety
4.	Experience in leading a clinical team or in a health management position with the ability and desire to coach and mentor clinical staff and to support a multi-disciplinary team
5.	Proven ability to be a clinical thought leader and ability to negotiate with key stakeholders for required outcomes
6.	Demonstrated ability to plan and implement policies and systems to meet compliance and quality standards
7.	Excellent communication (written and oral), negotiation and influencing skills
8.	Sound commercial judgement with the ability to critically appraise and synthesize clinical and commercial information

* CatholicCare reserves the right to vary this position description in response to its changing needs.