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| **Key Position Information** | | | |
| **Job Title:**  Manager, Clinical Governance Community Aged Care | | **Reports To:**  Director Clinical Governance, Risk and Experience | |
| **Team Name:**  Clinical Governance, Risk and Experience | **Division:**  Clinical Governance, Risk and Experience | | **Cost Centre:**  015 4200 |
| **Work Area:**  Clinical Governance Risk and Experience | **Work Area Code:** | | **Location:**  619 St Kilda Road  Melbourne |
| **Enterprise Agreement [EA]**  Yes  No | **Name of Enterprise Agreement**  SCHADS / NHAS / no agreement | | **Individual Contract**  Yes  No |
| **Incumbent:** | **Job Description**  New  Updated | | **Date Updated**  19/08/24 |

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| **Primary Purpose of Job** |
| Why does the job exist? This statement should encapsulate the overall significance of the job from Jewish Care’s point of view.  The Manager, Clinical Governance is responsible for ensuring capability for clinical governance across Community Aged Care (CAC) Services in support of delivery of excellence in care and support underpinned by Jewish values.  The Manager, Clinical Governance CAC will collaborate and partner with Jewish Care Victoria leaders to support the delivery of the Clinical Governance Framework across Community Aged Care Services. As a member of the Clinical Governance, Risk and Experience Directorate, the Clinical Governance Manager CAC will work with other members of the Clinical Governance, Risk and Experience Team to progress the work of the Directorate generally.  As the clinical governance expert, the role will work alongside and support Community Aged Care in:   * Ensuring understanding of the Jewish Care clinical governance framework and operating systems and their role in supporting excellence in care and support. * Ensuring understanding, relevance and adherence to all relevant industry standards, legislative/statutory requirements, and regulations * The implementation and adoption of organisational policies and procedures * Monitoring practice to ensure it is in line with agreed organisational standards * Supporting the implementation of outcome measurements * Developing capacity and capability for analysis and reporting of resident and client outcomes to inform continuous improvement and service development. * Developing improvements that will enhance the experience and impact of the services and supports provided to individuals and/or families   In addition, the role will participate in continuous improvement of the organisation’s clinical governance operating system and support for organisational capability, taking on specific portfolios and projects as agreed. |

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| **Dimensions** | | | |
| **Direct Reports**  0 | **Indirect Reports**  0 | **Budget Financial Responsibility**  $0 | **Delegated Financial Authority**  $0 |

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| **Role Balance** | | |
| **People** – **percentage** of time getting things done through others  30% | **Scheduling** – **percentage** of time planning, coordinating  30% | **Technical** – **percentage** of time delivering based on knowledge and skills  40% |

| **Key Result Area (KRA)** | **Key Accountabilities and Responsibilities**  *Accountable = “The buck stops here” Responsible = “The doer”* |
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| Jewish Care Values | * Act consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and use values as a basis for managing relationships and decision making. * Adhere to the organisation’s practice and behavioural guidelines in relation to the appropriate treatment of children. * Actively promote and support Jewish Care’s commitment to diversity and inclusion; act in accordance with our relevant Position Statements, policies, and procedures, including those that promote maintaining the standards of our Rainbow Tick Accreditation; and promptly report any breaches of cultural safety. * Adhere to the organisation’s Code of Conduct. * Report any suspicions, concerns, allegations or disclosures of alleged abuse to management. |
| Professional accountability | * Positively and professionally support and promote the organisation and aged care divisions at all times * Maintain a high level of honesty, integrity and courtesy when dealing with residents, clients, families, stakeholders, staff and colleagues * A commitment to excellence and best practice which enables positive and ongoing quality service delivery * Maintain confidentiality and privacy, organisationally, throughout the aged care homes and community care services with regard to residents, clients and stakeholders * Promote a team approach at all times by supporting staff and colleagues in their role and assisting them as required * Maintain a work environment that meets the organisational and legislative standards for presentation, cleanliness and safety for residents, clients and stakeholders * Maintain professional qualifications, memberships and associations as required by the relevant role * Adhere to the prescribed standards of dress and presentation of the organisation at all times and when attending business related functions/activities * Adopt a flexible approach to agreed hours of employment as required whilst ensuring all tasks and functions are completed within mutually agreed timeframes |
| Quality Performance | * Actively participate in clinical governance and quality and safety activities and ensure completion in a timely manner * Maintain clinical governance systems across Community Aged Care to a high standard on an ongoing basis and ensure that data analysis and reports are completed in a timely manner. * Monitor audit schedules, ensure gaps or issues are identified and a continuous improvement approach is used to address desired outcomes * Ensure that community services meet the industry standards and associated outcomes as mandated by the Commission * Promote and support a culture of improvement in community care services * Ensure that staff client/family surveys are conducted according to agreed time frames to enable monitoring of consumer experience * Provides necessary education, training, coaching and support to enable utilisation of clinical governance systems * Attend and participate in meetings, planning and implementation forums and conferences as relevant to the role * Participate in designated Clinical Governance Portfolio activities as determined by the Director Clinical Governance, Risk and Experience |
| Policy, compliance & standards | * Contribute to the implementation of Jewish Care internal policies, guidelines, procedures and processes * Actively participate in Jewish Care’s internal process for the provision of staff and consumer feedback including compliments, complaints, incidents and hazards * Undertake other duties and projects as directed by the Director Clinical Governance, Risk and Experience |
| Self-Development | * Take responsibility for self-development by actively gaining knowledge relevant to contemporary Clinical Governance as well as aged and community care research and practice. * Review current literature, attend professional development, network with peers in similar roles. * Participate in cross-team projects and learn from colleagues. |

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| **Key Relationships** | |
| **Internal** | * Director Clinical Governance, Risk and Experience * Clinical Governance, Risk and Experience team members * Director Community Aged Care * Directors across all sectors of the business * Managers across the organisation * All Jewish Care Victoria staff and volunteers |
| **External** | * Jewish Care clients, residents and their families * Accreditation Agencies and regulatory bodies * Suppliers/Vendors |

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| **Values** | |
| Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values: | |
| ***Derech Eretz:* Respect** | Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society. |
| ***Kehilla*:  Community** | Working together to strengthen our community, to build and support the capacity and resilience of individuals and families. |
| ***Hachlala*:  Inclusion** | We embrace diversity and work together for a just and equitable society. |
| ***Achrayoot Chevratit*: Social Responsibility** | Behaving ethically, with sensitivity and acting in the best interests of all. |

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| **Role Required Capabilities**  Job description | |
| **Skills**  (the technical skills to do the job at a high level of accomplishment) | **Essential**   * A high level of commitment, integrity, honesty and trustworthiness * A proven ability in clinical governance using a teambuilding approach through mentoring and staff development * Above average knowledge and understanding of the aged care, community care or disability sectors with the ability to identify changing trends to ensure best practice * An effective listener with the ability to communicate at all levels both orally and in writing with excellent presentation skills * Clear thinker with lateral problem-solving skills and an ability to convert complex ideas into simple, understandable and workable actions to ensure positive outcomes * Able to multitask, prioritise, delegate and manage the delegation process to ensure appropriate quality outcomes within expected or non-negotiable timeframes * Ability to understand and use information technology and programs such as Word, Excel, clinical documentation systems etc and to learn new skills as required |
| **Knowledge & Qualifications**  (the specific qualifications required and knowledge fields are ideally required of the incumbent) | **Essential**   * Bachelor of Nursing with current AHPRA registration where applicable * Thorough and sound knowledge of the Aged Care Standards * Understanding of community care services * Knowledge of clinical governance systems   **Desirable**   * Understanding of the residential aged care services |
| **Experience**  (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context) | **Experience Required**   * A minimum of 3 years’ experience in a senior management role within the Aged Care Sector with a successful and proven track record * Proven experience in delivering quality outcomes on time and to a high-quality standard * Proven experience in developing and delivering quality reports including analysis of data * Demonstrated experience in building staff capability through the development and delivery of training programs or clinical forums * Demonstrated project management and implementation experience with proven ability to creatively problem solve and think strategically * Demonstrated experience to work effectively with minimal supervision, self-manage and contribute constructively to a small high performing team * An ability to work to deadlines and under pressure, and manage competing priorities |
| **Wisdom**  (the sensitive tasks that require good judgement) | * An ability to understand and navigate complex stakeholder environments, engage and influence stakeholders effectively and build consensus where required. * Ability to motivate and elicit cooperation from people at all levels in the organisation * High levels of self-motivation, drive and initiative combined with the ability to adapt to changes in circumstances |
| **Valuing**  (the type of work someone undertaking this role would need to value) | * Valuing the provision of person-centred care for all residents/clients and families who choose Jewish Care services * Committed to actively seeking to meet customer needs and delivering high quality outcomes |
| **Pre-Requisites** | * Current National Police Check with no disclosable outcomes. * Statutory Declaration re: Criminal History and suitability for employment * Working with Children Check * NDIS Worker Screening Check * Current Drivers’ Licence and able to travel. MANDATORY REQUIREMENT * Unrestricted right to work in Australia (Visa evidence required) |

**Employee Acknowledgement**

**Please sign and date to acknowledge you have read and understood this position description.**

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:**

**People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or** [**P&C@jewishcare.org.au**](mailto:P&C@jewishcare.org.au)

[cid:rainbowflag_508efbe0-ec06-41db-a233-4b97e358b2f6.png](https://www.jewishcare.org.au/page/about/diversity-and-inclusion)Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.

[cid:1920px-Flag_of_the_Torres_Strait_Islanders.svg_c55bb383-bfd3-4622-8a6a-96408d7dddb0.png](https://www.jewishcare.org.au/page/about/position-statements)Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community.