

Statement of Duties

Position Title: Director Clinical Services	Position Number: 525258	Effective Date: September 2020
Group: Community, Mental Health and Wellbeing		
Section: Ambulance Tasmania	Location: South	
Award: Ambulance Tasmania Agreement	Position Status: Fixed-Term	
	Position Type: Full Time	
Level: 4	Classification: Ambulance Manager	
Reports To: Chief Executive - Ambulance Tasmania		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

Responsible and accountable for Ambulance Tasmania's clinical response and governance to COVID-19 and other pandemics.

Coordinate and give effect to advice from the Director - Medical Services on all clinical matters relating to Ambulance Tasmania.

Direct and manage the clinical governance and patient safety program for Ambulance Tasmania to ensure that the clinical care provided is safe, effective and in accordance with contemporary standards and practice.

Liaise closely with Director - Medical Services in ensuring integrated systems, processes, leadership and culture to provide safe, effective, accountable and person-centred healthcare underpinned by continuous improvement.

Facilitate and coordinate advice from the Director - Medical Services to the service.

Develop and monitor clinical targets and milestones ensuring the service operates in an environment where the identification and management of incidents supports continual improvement in the Service.

Manage the development and implementation of clinical protocols, standards and procedures and the provision of appropriate advice and medical expertise. Ensure that all staff are appropriately trained and clinically supported for their role and deliver a safe, effective, evidence-based framework for service delivery.

Identify and develop enhancements to clinical service delivery including new interventions, expansion or adjustment of ambulance clinician roles, oversight of research, and clinical and operational education.

Provide leadership, advice and guidance to reporting managers and to senior professional staff in the unit to enable them to meet their objectives and effectively manage their responsibilities.

Duties:

1. Manage the development and implementation of the Service's clinical governance policy and program to promote an environment of continual improvement in services, patient care and compliance with Departmental strategies, government reforms and directions.
2. Oversee the reporting, investigation and management of incidents to ensure they comply with the clinical governance framework and to enable the development of preventative strategies.
3. Manage the development and operation of the Safety Reporting Learning System (SRLS) to ensure accurate and timely data is collected and maintained and reports support management decision making.
4. Provide advice, information and recommendations to the Chief Executive - Ambulance Tasmania and the Executive Management Team (EMT) on clinical governance, patient safety, education and strategic change to enable and support effective decision making.
5. Manage the Unit's human, financial and physical resources to ensure they are managed effectively and within budget to meet agreed targets, performance standards and objectives.
6. Manage projects, including development of strategies to meet community needs, clinical practice initiatives, performance evaluation and improvement, and other policy issues.
7. Via the Manager, Education and Professional Development, oversee the effective delivery of training, educational and clinical strategies and programs, including the use of new and emerging technologies, to meet clinical skills requirements across all operational occupations.
8. Lead business and clinical research and analysis, and through resource modelling, process engineering and benchmarking, develop and introduce strategies to improve the cost-effective responsiveness and the clinical quality of patient care.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

Directly responsible and accountable to the Chief Executive - Ambulance Tasmania for:

- The clinical development, education, governance, research and patient safety program for Ambulance Tasmania. In this context, the Unit sets the framework, standards, protocols and professional training for the work of more than 1000 clinicians undertaking over 100 000 responses per year.
- Working with considerable autonomy to manage the Unit and its functions and has the authority to make all day to day and operational decisions required to ensure agreed performance and financial objectives are met.

- Liaising closely with Director - Medical Services in ensuring integrated systems, processes, leadership and culture to provide safe, effective, accountable and person centred healthcare underpinned by continuous improvement.
- Recommending new, or changes to, clinical procedures, systems and protocols based on contemporary clinical practice, the root cause analysis of serious incidents/sentinel events and the analysis of low acuity incidents.
- Monitoring and overseeing reviews of clinical incidents, negotiate with other Business Units and makes recommendations and determine policy and procedural changes.
- The development of a Clinical Action Plan which sets out strategies, policies and systems in clinical care.
- Consulting with the Chief Executive - Ambulance Tasmania on issues with political implications which could impact other areas or involve significant risk for the organisation and provide recommendations on initiatives and developments.
- As a member of the Executive, the Director provides technical and professional input to the development of the Service's corporate and strategic planning and input to statewide committees.
- The occupant is accountable for the implementation and support of a positive workplace culture and is responsible for identifying and addressing inappropriate workplace behaviours. The occupant will be a role model for appropriate behaviours in the workplace.
- The position holds extensive human resource, clinical, operational and financial authorities to enable timely decision-making on all aspects of clinical and patient safety operations.
- The occupant will perform the duties allocated consistent with Ambulance Tasmania's organisational values and will promote, role model and support those values in the workplace.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.
- Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category A position.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- Holds a Bachelor of Paramedic Science or other qualification approved by the Service, relevant work experience and an additional qualification in management or equivalent.
- Registered with the Paramedicine Board of Australia.
- Current Driver Licence.

- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
 1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
 - e) serious traffic offences
 2. Identification check
 3. Disciplinary action in previous employment check.

Desirable Requirements:

- Substantial expertise and experience in ambulance service administration and in the management of ambulance service operations including clinical governance
- Extensive operational experience as a practicing clinician
- Demonstrated experience of industry representation at a senior national level
- Other relevant tertiary post- graduate qualifications

Selection Criteria:

1. Ability to identify, develop and drive strategies for the flexible delivery and design of education programs and the use of new and emerging technologies to support reforms in a complex business environment.
2. Demonstrated capacity to lead multi-disciplinary teams and work effectively at the senior executive level across health, educational and emergency service sectors.
3. Highly developed written communication, research, project management and consulting skills including interpersonal, presentation and negotiation skills.
4. Good knowledge of continuous improvement principles and techniques and how they integrate with organisational reform.
5. Strong skills and extensive experience in review and development of clinical direction, vocational education and training policies, programs and curriculum to meet operational requirements.
6. Ability to translate strategic direction into practical and achievable operational service outcomes within a strict financial framework.
7. Sound understanding of educational principles, research, patient safety, clinical services redesign, project management and governance principles.
8. Demonstrated people management skills, including providing staff support, staff development, performance management and conflict resolution.

Working Environment:

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.