

**Our Vision:** Older people have access to responsive, high quality aged care services.

**Our Mission:** Doutta Galla exists to provide access to aged care service options which are affordable and inclusive of people with diverse experiences and backgrounds.

**Our Values:**



## Position Description

<b>Position Title:</b>	Clinical Operations Manager	<b>Position Reports To:</b>	Executive Manager Clinical Governance Executive Manager Business Operations
<b>Position Purpose:</b>	<p>The Clinical Operations Manager is responsible for supporting safe and effective care and service delivery across all Doutta Galla Homes. With a dual reporting line to both the Executive Manager Clinical Governance and Executive Manager Business Operations, the role has direct overall responsibility for driving a culture of continuous quality improvement and achievement of key performance and clinical indicators across the organisation as the organisation responds to the aged care reforms. The incumbent is responsible for managing all aspects of quality with regard to accreditation compliance, infection prevention and control, clinical and operational risk management, resident feedback, legislative compliance, service quality, and policy management.</p> <p>The role is integral to the Extended Care Services team to ensure that accreditation, compliance and infection control outcomes are achieved, through auditing, system coordination, education, and continuous improvement processes.</p> <p>The incumbent will be required to undertake relevant projects as directed and is expected to provide direct support (including leave relief) across the Doutta Galla Aged Care Homes as required.</p>		
<b>Positions Reporting to this Position:</b>	<ul style="list-style-type: none"> <li>▪ Nil</li> </ul> <p>The Clinical Operations Manager will work closely with the homes, providing Managers, CCCs and relevant staff support and mentoring whilst also sharing the responsibility for clinical compliance and accreditation. Reporting lines may change from time to time in accordance with the organisation's needs.</p>		

<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>▪ Tertiary qualifications in Nursing or a related field and demonstrated experience in infection prevention and control management and/or risk management.</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Registered Nurse Division 1 essential.</li> <li>▪ Up-to-date knowledge of Commonwealth and State regulatory frameworks and requirements including the Aged Care Quality Standards.</li> <li>▪ Strong clinical governance and business acumen, including excellent written and verbal communication skills.</li> <li>▪ Knowledge and commitment to Infection Prevention and Control, Quality Management and Accreditation processes.</li> <li>▪ Strong project management, organisational and planning skills, with an ability to self-motivate and work independently.</li> <li>▪ Demonstrated ability to articulate clear decision-making processes.</li> <li>▪ Ability to work as part of a multi-disciplinary team and to work independently of others.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated experience in clinical leadership including using effective communication and interpersonal skills.</li> <li>▪ Ability to interpret aged care and disability Standards and develop and/or implement related policies and procedures.</li> <li>▪ Ability to implement change management initiatives and projects as required to support the organisation in achieving compliance with legislative requirements.</li> <li>▪ Ability to assess infection control practices, review results, and implement necessary improvements to ensure best practice is achieved.</li> </ul>
<b>Duties:</b>	
<b>Quality</b>	<ul style="list-style-type: none"> <li>▪ Develop and implement quality projects, as directed by the Executive Managers to support the organisation to meet the evolving regulatory requirements across the aged care and disability sectors.</li> <li>▪ Support, monitor, and where required manage accreditation and unannounced visits, complaints, coroner's requests, and other investigations.</li> <li>▪ Support the investigation of major complaints including by families and Aged Care Quality and Safety Commission.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Under the guidance of the Executive Manager, Clinical Governance, ensure that clinical care provision aligns with evidence-based best practice and agreed and documented clinical guidelines, pathways and standards.</li> <li>▪ Coordinate and report on internal audit processes, performance indicators and quality activities.</li> <li>▪ Ensure that the organisation's internal accreditation auditing program is maintained and completed as required across all Homes.</li> <li>▪ In collaboration with the organisation's Home clinical team's, collate the organisation's national clinical quality indicators and provide analysis to the Executive Manager Clinical Governance.</li> <li>▪ Provide monthly clinical KPI data from all homes and provide commentary regarding status.</li> <li>▪ Conduct review of clinical policies within the Doutta Galla policy framework and where required, update policies in line with best practice and new requirements (legislative, compliance etc).</li> <li>▪ In consultation with Clinical Lead / Nurse Educator, provide advice and assistance in organisational projects to meet change requirements introduced by the aged care reforms / aged care royal commission.</li> </ul>
<p><b>Operations Management:</b></p>	<ul style="list-style-type: none"> <li>▪ Support the Home's Leadership teams to ensure efficient and effective delivery of all services and programs in response to resident needs and resident first principles; ensuring best practice.</li> <li>▪ Support Doutta Galla's homes to implement and embed any legislative changes including but not limited to the aged care quality standards and disability practice standards.</li> <li>▪ Seek feedback from residents, families, staff and contractors regarding the services provided and opportunities for improvement.</li> <li>▪ Support the Home's to enable the facility operations to align with the values, vision, policies and procedures of Doutta Galla, the Residents Charter of Rights and Responsibilities, the Doutta Galla Employee Code of Conduct &amp; Practice and the National Privacy Principles and Health Privacy Principles.</li> </ul>
<p><b>Accreditation / Registration:</b></p>	<ul style="list-style-type: none"> <li>▪ Provide support to Home Managers to achieve full accreditation / registration compliance.</li> <li>▪ Develop systems to ensure timely awareness across the organisation of amendments in legislation, regulations and standards and manage the process of ensuring plans, policies and procedures are updated and reported.</li> <li>▪ Develop and deliver strategies to address any observations and non-conformances found through internal and external audit processes.</li> </ul>

<b>Reporting</b>	<ul style="list-style-type: none"> <li>Under the direction of the Executive Manager's, ensure all regulatory and internal reporting as required is completed in accordance with required timeframes.</li> </ul>
<b>Infection Prevention and Control</b>	<ul style="list-style-type: none"> <li>Support the implementation, monitoring and evaluation of Infection Control procedures, practices and standards.</li> <li>Provide the home's with support and guidance to manage any infectious outbreak as required.</li> </ul>
<b>Relief Leave Support</b>	<ul style="list-style-type: none"> <li>Provide leave relief support to Doutta Galla Homes as required in accordance with the relevant position description of the role and Key Performance Indicators.</li> <li>Proactively engage with the Home Manager to receive a full briefing prior to any leave periods where this role will be deployed to cover.</li> <li>Provide thorough handover, including all actions undertaken to maintain the Home's legislative requirements during the relief period to the role's usual incumbent.</li> </ul>
<b>Professional Responsibility:</b>	<ul style="list-style-type: none"> <li>Abide by and adhere to the organisation's human resource policies and procedures and Employee Code of Conduct &amp; Practice.</li> <li>Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of quality services.</li> <li>Actively contribute to the establishment and maintenance of constructive relationships within the Extended Care Services team, the corporate office, the residential Homes, the wider organisation and with external stakeholders.</li> <li>Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.</li> </ul>
<b>OH&amp;S:</b>	<ul style="list-style-type: none"> <li>Ensure the maintenance of a safe working environment that meets regulatory requirements and undertake all duties in a manner that demonstrates, at all times, due regard for the wellbeing and safety of self, colleagues and residents.</li> <li>Adhere to Occupational Health and Safety Act and associated policies and procedures.</li> <li>Respond appropriately to situations of risk or potential risk to residents, staff and public.</li> <li>Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and report any breakdown or requirements.</li> <li>Actively participate in training and education sessions regarding occupational health and safety.</li> <li>Understand emergency code management, fire and evacuation procedures and implement if required.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Report immediately all accidents / incidents in accordance with organisational guidelines and where necessary document in accordance with organisational guidelines.</li> </ul>
<p><b>Feedback and Complaints:</b></p>	<ul style="list-style-type: none"> <li>▪ Provide support to care and services in your home clients and their families by ensuring any queries, comments, suggestions and / or concerns are managed promptly, effectively and efficiently or referred appropriately according role level of responsibility.</li> <li>▪ Comply with all reporting requirements including incident and elder abuse/mandatory reporting.</li> <li>▪ Comply with all Privacy Legislation requirements and Doutta Galla confidentiality statements when communicating information pertaining to clients, staff and the operations of any Doutta Galla facilities or community operation.</li> <li>▪ Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Doutta Galla policies and procedures and within scope of role.</li> </ul>
<p><b>Acknowledgement:</b></p>	<ul style="list-style-type: none"> <li>▪ I have read this position description and agree to undertake the duties and responsibilities as listed above.</li> <li>▪ I understand I am responsible for ensuring I undertake my duties in accordance with the applicable regulatory and legislative Standards.</li> <li>▪ I understand this position description is subject to review and amendment at any time, as appropriate and approved by HR.</li> <li>▪ I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above.</li> <li>▪ I have read and understood the Doutta Galla Code of Conduct.</li> </ul> <p><b>Name:</b> _____</p> <p><b>Signature:</b> _____</p> <p><b>Date:</b> _____</p>