



# Position Description

## Director of Clinical Services

Wesley Hospital Kogarah  
January 2023

### Agreement

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Signed–Manager

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Signed–Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Director of Clinical Services, Wesley Hospital Kogarah

## Wesley Hospitals

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our patients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Wesley Hospitals

Wesley Hospitals believe in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality treatment programs and support for people to ensure positive outcomes for patients, families and carers.

### 3 Overview of role

The Director of Clinical Services, Wesley Hospital Kogarah has the responsibility for ensuring that the delivery of residential and day program mental health services meets the expectations of our patients and other stakeholders through a model of patient centric care. This will be achieved through leading a focus on embedding a culture within the Hospital teams that reflects the vision and values of Wesley Mission. The role requires a sound working knowledge and understanding of how to create high performing teams and influence for change.

### 4 Relationships

Reports to: Head of Hospitals

Direct reports: Nursing Staff

Admissions

Coordinator

## **5 Major role responsibilities**

### **5.1 Our clients**

- ensure Wesley Kogarah Hospital assists all our patients at the highest standards of support and clinical care within the Wesley Mission clinical governance framework
- ensure that all workers are capturing and recording patient data, within the appropriate systems, and in a way that informs the care and services that is required by patients as well as the impact and outcomes of the care and services given
- ensure best practice in therapeutic models of care - both for inpatient and day programmes
- ensure that patient clinical and other indicators are measured and reported within a framework of continuous improvement
- ensure that the number of inpatients or occasions of service meets expectations
- ensures that there are appropriate mechanisms for patients to provide feedback on the services they receive, and that feedback is considered, and improvements made as required
- develop and implement strategies to ensure that the admission and discharge processes are effectively meeting the needs of both the patient and the hospital
- ensure that mandatory reporting guidelines are understood by all workers and adhered to
- lead the investigation and reporting into root causes of sentinel events, ensuring all learnings are incorporated into practice
- works collaboratively to ensure that the portfolio proactively supports the Wesley Mission strategic objective of 50% growth for those most in need
- be a strong ambassador for the Wesley Hospitals team.

#### **5.1.1 Performance Measures**

- regular reporting of agreed indicators
- high patient satisfaction as measured through regular surveys
- year on year growth in number of patients

### **5.2 Our people (our team)**

- develop and implement strategies to ensure patient focused teams within the Hospital
- oversee the recruitment, development and retention of effective and motivated workers across all areas of the hospitals
- ensure that on boarding, orientation and probation requirements are met for all new workers, including volunteers
- ensure that APHRA registered staff work within their scope of practice and registration standards
- create a team culture of inspiration and passion for Wesley Mission
- promote and ensure adherence to Wesley Mission brand by all members of the team
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- set KPIs by department and for individual workers and document within Employee Contribution and Development (ECD) Plans

- on a regular basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance in line with Wesley Mission's ECD process
- ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities.
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team engagement
- attend all scheduled meetings and conduct regular meetings with your team.

### **5.2.1 Performance Measures**

- 80% worker retention rates
- high worker engagement as measured through the VOICE surveys, including pulse surveys
- reduced number of worker grievances and incidents including Workers Compensation claims
- reduced reliance on casual and/ or agency workers year on year

## **5.3 Our Operations**

- ensure a strong quality and continuous improvement focus within the hospital teams
- contribute to and participate in business development and marketing activities
- ensure medication management processes (including procurement, storage, administration and destruction of medicines) comply with relevant legislative requirements
- provide appropriate clinical advice to Wesley Mission as required
- coordinate and chair regular forums and meetings relevant to the management of a hospital i.e. Medical Advisory Committee, Patient Safety Committee etc
- work collaboratively with the Quality Assurance Lead to ensure that policies, procedures and forms are aligned to clinical governance activities and therapeutic models of care
- work collaboratively with the QRC Specialist to measure performance against the National Safety and Quality Health Service Standards
- ensure hospital registration and licensing requirements are being met
- ensure that all service agreements, purchasing agreements and contracts related to the delivery of services are executed within the Wesley Mission Chart of Delegations
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

### **5.3.1 Performance Measures**

- accreditation and registration are maintained
- continuous service delivery improvement is actively demonstrated

## **5.4 Our financials**

- ensure sound financial stewardship within the approved budgets
- ensure that all direct reports have a thorough understanding of the financial levers within their area of responsibility

- review income and expenditure statements each month and, in consultation with the Head of Hospitals, develop and implement strategies to address any concerns or anomalies.
- participate in the monthly review of financial results with the finance team

#### **5.4.1 Performance Measures**

- achieve budget
- year on year income growth

## **6 Professional responsibilities**

- as directed, other activities to support the delivery of the Wesley Hospitals Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as a worker, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee Contribution and Development (ECD) process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation and ongoing learning and development program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

## 7 Selection criteria

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- experience in a senior management role within the private mental health hospital sector
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative leadership style
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

### **Essential skills/knowledge**

- current AHPRA registration as a Registered Nurse, Division 1, General
- minimum five years' practising experience as a registered nurse
- experience in managing internal and external stakeholders to achieve set objectives
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- demonstrable skills in conflict resolution, change management and financial management
- experience in managing a team and developing team for superior performance
- thorough attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills in Microsoft Office.

### **Desirable skills/knowledge**

- tertiary qualification in business and management
- not for profit or cause related management experience
- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment