

POSITION DESCRIPTION

Position Title:	Director of Clinical Operations
Grading:	Executive Contract
Status:	Permanent, Full time 38 hours/week
Location:	Metropolitan (Newington, Fairfield & Penrith) Clinics <i>(Note: occasional travel to all clinics across NSW is required)</i>
Responsible to:	Chief Executive Officer
Responsible for:	Providing leadership for the strategic, financial and operational management of all clinical services both fixed site, mobile, outreach and virtual, Day Surgery Unit and talkline services
Collaborates with:	Executive Education Services Health Promotion Research Centre International Programme

Our Organisation

Family Planning Australia (FPA) is the leading provider of reproductive and sexual health services in NSW. We are an independent not-for-profit organisation which aims is to advance lifelong sexual and reproductive health and rights.

Family Planning Australia is committed to excellence in meeting the reproductive and sexual health needs of the community. We achieve this by providing best practice, accredited clinical services, enhancing the knowledge and skills of service providers through professional education and training, improving the body of knowledge about reproductive and sexual health through rigorous research and evaluation, and leading international development projects to promote the rights of marginalised people in developing countries.

Position Overview

The Director of Clinical Operations provides leadership to the Clinical Services Directorate and is responsible for the evolution of the approved clinical service operating model. The role will work with our communities to design and deliver high quality accessible clinical services, while achieving commercial objectives.

The Director of Clinical Operations is directly responsible for the Practice Managers, State Social Worker, and the Day Surgery Unit via the Director of Nursing/Deputy Director of Clinical Services.

The position works collaboratively with the Medical Director and Director of Nursing in regard to policy, clinical practice and professional education as it relates to client care and clinical risk management in Family Planning Australia, to maintain and enhance high quality and professional reproductive and sexual health (RSH) care and practices.

The Director of Clinical Operations collaborates with each Family Planning Australia directorate as necessary to support achievement of the strategic goals and operational targets.

The role ideally requires Reproductive and Sexual health knowledge, sound judgment and critical thinking, excellent communication and negotiation skills, management skills and experience and the ability to lead a multidisciplinary team.

The budget of the Directorate is \$8.4m with 49 full-time equivalents.

Role Challenges

Operating within a for purpose not for profit, balancing clinical excellence within budget constraints while maintaining compliance with all legislative and regulatory requirements

Leading a diverse and complex organisation through ongoing change to meet objectives detailed in the five-year strategic plan.

Ensuring the Clinical Services Directorate is making a positive contribution to FPA's vision and role and is enabling commercial success

Selection Criteria

Essential

- Relevant qualifications which could include a degree in Business, Health Administration or other
- Postgraduate management qualifications or equivalent leadership experience
- Experience in leadership and management of a multi-disciplinary team
- Experience in leading quality improvement, clinical governance and risk management activities
- High level problem-solving skills with a track record in identifying service gaps and provision of solutions to streamline processes and benchmark best practices
- Demonstrated interpersonal and communication skills
- Demonstrated understanding of project management and experience in leading change
- Knowledge and experience in primary health services development
- Strong advocacy and networking skills, with demonstrated ability to develop and maintain partner relationships with internal and external stakeholders
- Developing knowledge of how digital enablement can support the design and delivery of clinical services
- Sound knowledge of current reproductive and sexual health issues
- Demonstrated commercial acumen
- Skills in development of a business case, grants and submissions for funding
- Current unrestricted NSW Driver's License

Other requirements

- A Criminal Record Check and a Working with Children Check are required prior to commencement in this role
- Vaccination/immunisation requirements apply to this role.

Values

- Family Planning Australia is a pro-choice organisation – staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption / foster care or abortion.
 - As an abortion service provider, all staff in the organisation are expected to actively participate in the provision of abortion services in line with the full scope of the role they are appointed to.
 - In this role this means leading and participating in the provision of both medical and surgical abortion services.

- Must have a human rights focus and support the Family Planning Australia values:
 - Compassionate
 - Collaborative
 - Empowerment
 - Bold

Main Responsibilities

Leadership

- Lead the operations of all services within the Directorate and assume responsibility for achieving the financial and activity targets of the Directorate
- Develop the Directorate business plan linked to FPA strategy, and lead target setting for clinical units in line with funding requirements
- Identify opportunities for enhanced commercial operations, seeking out new opportunities in line with FPA's role and specifically consider how we can extend reach to priority populations in NSW
- Advise and work with relevant members of the Executive on strategies to maintain an effective and efficient workforce
- Oversee and participate in recruitment, ongoing development and implementation of retention strategies
- Be a positive role model, facilitating the development of peers, other members of the team and the working environment
- Establish, manage and strengthen internal and external partnerships and relationships with stakeholders
- Lead development and implementation of relevant policies and procedures to meet legislative and regulatory requirements, in consultation with the clinical leadership team
- Contribute to the advocacy role of FPA
- To consider how to adopt and promulgate digital capability to support service delivery and streamline operations while aligning to FPA Policies and risk appetite
- Provide input in the identification of research priorities for Family Planning Australia
- Any other duties within the scope of the role as directed by CEO

Clinical safety and quality

- To work seamlessly with the Director of Nursing Services, Medical Director, and Quality and Risk Manager to ensure NSQHS standards are achieved and maintained
- Develop and maintain a continuous quality improvement approach to clinical service delivery inline with national accreditation standards
- Adhere to the *Incident Management* policy to report and escalate any clinical issue with medicolegal implications within the specified time frame
- Contribute to clinical safety outcomes by ensuring maintenance of high standards of clinical documentation and result management
- Work with Director of Nursing, Practice Managers, Clinical Quality Nurse Manager, Quality Implementation Support Nurses and Nurse Unit Manager – Day Surgery, Manager Education and Manager International Program to identify and support staff who may require further development of clinical skills
- Collaborate with the Director of Nursing and Medical Director to implement clinical governance and quality improvement systems by providing expert opinion on service

improvement initiatives

- Work with the Director of Nursing, Clinical Quality Nurse Manager and Quality Improvement Nurses to ensure implementation of recommendations from quality assurance activities, including changes to clinical service delivery
- Maintain confidentiality and privacy in relation to information of clients, health professionals or other persons obtained in the conduct of the role

General Accountabilities

Financial and resource management / administration

- Maintain appropriate resource allocation, and effective management and administrative practices, in accordance with organisational policies, processes and delegations of Family Planning Australia
- Budget responsibility for the Directorate

Human Resources

- Coach, mentor and support staff to achieve their highest potential and the vision of Family Planning Australia
- Foster a climate of open communication that ensures staff are informed of organisational goals, strategies and activities to facilitate the provision of safe and effective services
- Be involved in performance reviews of all direct reports
- Ensure recruitment and selection of appropriately skilled staff is in accordance with legislative requirements
- Ensure ongoing compliance of all skilled staff with certifications and credentialling
- Ensures Family Planning Australia provides a supportive learning environment for all staff

Work health and safety

- All employees are responsible for ensuring that they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Senior staff are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk must be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

Family Planning Australia Capability Framework

Capability Group	Capability Name	Level Descriptor
Personal Attributes 	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	Act with Integrity Be ethical and professional, and adhere to the FamilyPlanning Australia's values	Advanced
	Manage Self Show drive and motivation, a measured approach and a commitment to learning	Advanced
	Value Diversity Show respect for diverse backgrounds, experiences and perspectives	Advanced
Relationships 	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	Advanced
	Commit to Customer Service Provide customer centric services in line with organisational objectives	Adept
	Work Collaboratively Collaborate with others and value their contribution	Adept
	Influence and Negotiate Gain consensus and commitment from others and resolve issues and conflicts	Adept
Results 	Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes	Advanced
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Advanced
Business Enablers 	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	Adept
People Management <i>(supervisory roles only)</i> 	Manage and Develop People Engage and motivate staff and develop capability and potential in others	Adept
	Inspire Direction and Purpose Communicate goals, priorities and vision and recognise achievements	Advanced
	Optimise Business Outcomes Manage resources effectively and apply sound workforce planning principles	Advanced
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	Adept

Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Position holder:

Name:

Signature:

Date:

Supervisor:

Name:

Signature:

Date:
