

## Position description

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| <b>Position title:</b>  | Director   |
| <b>Position number:</b> | 20021568   |
| <b>Salary:</b>          | A remuneration package appropriate to this senior leadership role will be offered, with details available through confidential discussion with the Principal Consultant. |
| <b>Employment type:</b> | Full-time, Ongoing   |
| <b>Reporting to:</b>    | Chief Operating Officer  |
| <b>Location:</b>        | Australian Commission on Safety and Quality in Health Care<br>255 Elizabeth Street, Sydney   |

## Overview of the Commission

The Australian Commission on Safety and Quality in Health Care (Commission) leads improvements in the safety and quality of health care so all Australians receive better care, everywhere. It works in partnership with patients, carers, clinicians, the Australian, state and territory health systems, the private sector, managers and healthcare organisations to achieve a safe, high-quality and sustainable health system.

Key functions of the Commission include developing national safety and quality standards, developing clinical care standards to improve the implementation of evidence-based health care, coordinating work in specific areas to improve outcomes for patients, and providing information, publications and resources about safety and quality improvement.

The Commission works in four priority areas:

- High-quality care in an evolving environment
- Strong outcome – focused clinical governance
- Empowered patients, carers and communities
- An improvement – driven workforce culture.

The Commission is an inclusive workplace, and we welcome and encourage applications from candidates with diverse backgrounds and experiences. We encourage everyone to be themselves without fear of discrimination or judgement about their ancestry, age, gender identity, religion, sexual orientation, cultural background and/or disability status.

## Overview of the program

The National Standards Program is responsible for national standards to improve the safety and quality of health care. These currently include the National Safety and Quality Health Service (NSQHS) Standards, Primary Health Care Standards, Cosmetic Surgery Standards, and Digital Mental Health Standards. The program is responsible for the maintenance, review and development of standards as a robust lever for improvement. The work underpins the broader

work of the Commission to support implementation of evidence based best practice to mitigate risks associated with healthcare and drive health system improvement.

In addition, the program develops and maintains the Australian Health Service Safety and Quality Accreditation Scheme, the National General Practice Accreditation Scheme and the National Diagnostic Imaging and Pathology Accreditation Schemes. This includes ongoing support and coordination of accreditation assessment processes, review and evaluation of data and reporting and feedback to drive improvement.

The Commission's 2025 – 2030 Strategic Plan specifies that a key focus is for clinical governance, integrated standards and accreditation to drive better patient outcomes. The desired outcome is that the health system is connected, with strong leadership and governance, and is increasingly shaped by data and evidence about outcomes.

## Overview of the position

The Director is responsible for leading the program's development and implementation within the Commission in line with this strategic direction. The Director reports to the Chief Operating Officer. As a member of the Leadership team, the Director provides strategic advice and leadership for the development and delivery of their program within the Commission's approved work plan and will support the achievement of Commission priorities and programs regarding safety and quality in health care. The Director works closely and collaboratively with other Program Directors within the Commission, particularly with Directors who manage programs that are key content areas for Standards.

The Director will have an extensive understanding of the Australian health system with experience in both a healthcare and policy environment and have specific knowledge related to standards and accreditation processes. They must have demonstrated experience in:

- Managing, evaluating and developing public policy programs
- Planning and implementing major projects
- Managing a team of high performing project officers conducting multiple projects concurrently
- Developing and maintaining relationships and conducting consultations with a broad range of stakeholders across multiple sectors, including community groups
- Working collaboratively within their organisation and with a range of government and non-government stakeholders
- Preparing high level briefing documents and submissions, presenting to a range of audiences, and explaining complex issues simply
- Acting as a respected representative of their organisation at a senior level in meetings with key agencies and on committees and advisory groups.

## Position duties and responsibilities

1. Lead the development and maintenance of national standards, working collaboratively with other program directors to deliver on the priorities of the 2025 – 2030 Strategic Plan.
2. Collaborate with teams across the Commission to integrate their expertise into the development of national standards in particular the NSQHS Standards (3rd ed.) and supporting resources.
3. Effectively manage and oversee the accreditation schemes.
4. Review the accreditation scheme for the NSQHS Standards for acute care to ensure that it continues to deliver intended outcomes

5. Undertake the fiscal management of the program including program budgeting and staff resourcing in consultation with the COO.
6. Manage team members on a day-to-day basis, including providing supervision, coaching, performance development and performance management where required, to ensure the program area's deliverables are met to time and to a high-quality.
7. Undertake and oversee project management activities, including the development of project plans, budgets, monitoring and reporting, including timely and effective identification of problems and management of risks.
8. Work closely with the COO and the Commission's Executive management team to develop and maintain effective and productive relations with the Commonwealth, the jurisdictions and other key stakeholders relating to the Commission's Accreditation Schemes.
9. Promote the program's priorities and work through a range of communications, public relations and appropriate fora as required by the CEO and COO.
10. Provide advice and assist with the Commission's involvement in relevant inter-government committees, working groups and projects at a national level, including undertaking representational activities on behalf of the CEO, the COO and the Commission.
11. Advise the COO and other Executives, and where required, the CEO, Board and Commission standing committees on the program.
12. Ensure the COO is consulted and informed about the implementation of and progress on program projects and strategic implications.

## Skills and knowledge required

The successful candidate will have:

- Extensive knowledge and understanding of, the Australian healthcare system, its stakeholders, and of regulation in health care including safety and quality standards and the operation of national accreditation schemes
- Superior skills in program and project management
- Excellent decision-making skills, incorporating highly developed analytical skills, conceptual ability, initiative and professional judgement
- High level risk management skills
- Strong leadership skills and a demonstrated ability to manage and develop staff
- Superior verbal and written communication skills including excellent presentation, liaison, negotiation, influencing and consultation skills
- Excellent interpersonal skills with demonstrated ability to cultivate positive working relationships with both internal and external stakeholders, and well-developed negotiation, consultation and influencing skills
- A professional, positive, strategic and solutions-focused approach to work and leadership
- Extensive knowledge and understanding of government processes.

## Qualifications and experience

The successful candidate will have:

- Experience working with safety and quality standards and knowledge of their application and of accreditation systems
- Extensive senior level management experience in a number of roles in the healthcare and/or public sector
- Demonstrated excellent program and project management experience
- Extensive senior level experience in policy development at a national or state level and preferably within a healthcare context
- Relevant tertiary qualifications in health, management, or other relevant disciplines
- Clinical experience desirable.

## Selection criteria

1. An extensive and comprehensive understanding of Australia's healthcare system and regulatory structures, ideally with experience of health policy planning, development and implementation at a jurisdictional or national level
2. Understanding of the risks to patient safety and quality of care across the continuum of care and experience with the development and/or implementation of quality and safety health service standards to address these risks.
3. Demonstration of extensive experience in liaison, negotiation, and influencing and consultation skills at a senior level, and ability to engage and develop relationships with peers and senior stakeholders and to broker decisions through collaboration and consensus.
4. Highly developed analytical skills and conceptual ability, with the demonstrated capacity for sound judgement and innovative problem-solving and ability to grasp the underlying concerns which may influence positions.
5. Highly developed oral and written communication skills including demonstrated ability to communicate with a range of audiences, prepare high level briefing documents and submissions, and explain complex technical and clinical issues simply
6. Demonstrated experience in program or project management including managing budgets, organisational capability, and strategic planning, with a focus on achieving outstanding results.
7. Excellent interpersonal, leadership and staff management skills with a demonstrated capacity to develop and maintain high performing teams.

Candidates must be Australian citizens to be eligible to apply.