

Title of Position		Classification
Director, Clinical and Counselling Services Division		As per Contract
Occupant:	Vacant	

Job Specification

Key Purpose of the role:

The Director - Clinical and Counselling Services Division is accountable to the Chief Executive Officer (CEO) and is responsible for ensuring high quality, integrated sexual and reproductive healthcare services are provided to clients from SHINE SA's priority populations¹. This includes oversight of the delivery of evidence based, safe and effective clinical care through SHINE SA services, projects and programs, and incorporates clinical governance, risk management, service development and quality improvement. As leader of SHINE SA's clinical and counselling services, this role also ensures that clinical leadership is established and espouses SHINE SA's vision and values, takes strong initiative, brings attention to detail and an innovative approach.

Direct Reports

Direct Reports will be as per the organisation structure for the Clinical and Counselling Services Division.

Key Relationships

Responsible to the CEO for internal performance

- Accountable to the CEO of SHINE SA
- Provides timely and accurate information to the CEO for Board reporting as required
- Accountable for medical staff: strategy; workforce; planning; contracts and performance, credentialing of clinical workforce
- Works with the Clinical Services Manager to ensure that the clinic's performance and operational matters are delivered
- Responsible for the strategic management and overall operations of the Clinical and Counselling Services Division
- Responsible for the operational management of the Sexual Health counsellors, the other program staff (per organisation structure)
- Ensures excellence in the Division informed by evidence-based practice
- Responsible for the performance outcomes of all direct reports.
- Works in partnership with:
 - the Executive Management Team of SHINE SA and the SHINE SA Board
 - the Chair, Clinical Governance Committee in relation to clinical governance matters
 - the Clinical Services Manager, Quality Clinical Practice Nurse, medical and nursing/midwifery clinical staff and Medical Administration Officers
 - staff in the counselling services and programs (e.g., Gender Country Connect SA)
 - all other Divisions
- Liaises with the Director – Workforce Education and Development Division and Director as a member of the Executive Management Team

¹ SHINE SA's priority populations are consistent with those named in the Australian HIV and STI policies

	<ul style="list-style-type: none">▪ Positions the division/organisation for future success by identifying opportunities and building the sustainability for the organisation by developing or improving services and programs
External	<ul style="list-style-type: none">▪ Liaises with Clinical leads at the Family Planning Alliance of Australia (FPAA) member organisations in other jurisdictions▪ Contributes to national and international understandings of sexual health through collaboration and advocacy▪ Liaises with SA Health and relevant health, education and community sector agencies▪ Represents SHINE SA on relevant external committees

Work Health & Safety (WHS) Responsibilities/Duties

Management responsibilities:

- Responsible for ensuring Division staff adhere to WHS policies and procedures
- Responsible for ensuring Division staff are provided with adequate training in WHS issues, relevant to the workplace and their positions
- Responsible for reviewing all near miss WHS incidents in the Division

Individual/worker responsibilities:

- Responsible for reporting all incidents or 'near misses' that are witnessed
- Responsible for reporting for work in a fit and healthy state to commence duties
- Responsible for not putting self and others at risk as a result of your action, or inaction
- Adhere to all WHS policies and procedures during the course of your work

Key Results Areas

Key Result Areas	Key Tasks	Performance/Standard Measures
Executive Management responsibilities	<ul style="list-style-type: none"> Develop and monitor the Clinical and Counselling Services Divisional responsibilities in the SHINE SA Business Plan, in accordance with the Strategic Plan 2020-2025 Regular reporting on the effective planning, implementation and evaluation of Clinical and Counselling Services and programs Monitors Key Performance Indicators for all clinical areas, including Medicare Billing (MBS), clinic fees, contractual KPIs etc. 	<ul style="list-style-type: none"> Demonstrates Divisional leadership capability and competency Participates as a member of the Executive Management Team (EMT) in developing organisational strategic directions, operational planning, policy and procedures Represents EMT on relevant internal committees and working groups as Executive Sponsor Undertakes all activities in a professional and highly confidential manner Performs duties in accordance with the requirements of SHINE SA quality management and accreditation systems Individual and divisional performance in accordance with SHINE SA Values, Policies and Procedures and Strategic Directions Divisional and direct report performance management is in accordance with the SHINE SA Performance Partnership Framework and Policy
Clinical and Counselling Services Divisional leadership	<ul style="list-style-type: none"> Provides strategic and operational leadership to all of SHINE SA's Clinical and Counselling Services Division staff Foster a culture of professional leadership and expertise across all clinical and counselling services and programs Strengthen and develop the personal and professional growth of staff through the development of an innovative, adaptive, teaching and leading organisation Ensures the provision of culturally safe and accessible clinical services and programs for SHINE SA's priority populations (Aboriginal and Torres Strait Islander, culturally and linguistically diverse, young, disabled, and LGBTIQ+ people as well as sex workers, people who inject drugs and people living with HIV). 	<ul style="list-style-type: none"> Works closely with and supports the Clinical Services Manager and senior clinicians in the development, provision and operation of SHINE SA clinics and programs Oversees the management of Divisional staff (medical and nursing, administration, clinical support and clinical placement) to ensure the delivery of quality clinical services and resources Provide appropriate support and development opportunities for staff, including succession planning and mentoring / preceptorship Management of Counselling Services and related program staff to ensure the delivery of quality clinical services and resources Closely monitors the budget for Divisional Cost Centres Ensures the timely reporting of KPIs, and their interpretation Implements and monitors strategies to address unmet targets Supports the development, review and implementation of quality systems and processes that ensure legislative

		<p>requirements for clinical governance and Work Health Safety are met across all clinical services and programs</p> <ul style="list-style-type: none"> ▪ Develops effective collaboration, liaison and consultation with relevant agencies in relation to SHINE SA's Clinical and Counselling Services ▪ Represents SHINE SA on relevant state and national committees ▪ Monitors the utility and effectiveness of information technology, and organisational information and data for clinical services and programs
Clinical Governance	<ul style="list-style-type: none"> ▪ Is accountable for the Clinical Governance of the organisation 	<ul style="list-style-type: none"> ▪ Executive sponsor for the Clinical Governance Committee ▪ Ensures the Clinical Governance Framework is reviewed and approved by the Board as required ▪ Works in partnership with the Clinical Services Manager and Quality Clinical Practice Nurse to review clinical incidents, identify trends and oversee the implementation of quality improvement activities
External Relations	<ul style="list-style-type: none"> ▪ Develops and maintains linkages, associations and partnerships with organisations and institutions which may impact on, influence, or be of benefit to SHINE SA ▪ Strengthen relationships with partners and other health service providers to enhance our ability to meet the needs of our communities and ensure service sustainability and financial viability 	<ul style="list-style-type: none"> ▪ Assesses funding and collaboration with universities, health services and other organisations as opportunities arise ▪ Participates in/contributes to advocacy and policy papers, submissions and statements relating to clinical and counselling matters ▪ Attends and/or presents at key relevant conferences
Quality and Risk Management	<ul style="list-style-type: none"> ▪ Provides leadership in Clinical Services and Programs for the management of quality systems ▪ Responsible for Divisional risk management monitoring and review 	<ul style="list-style-type: none"> ▪ Monitors Divisional quality activities ▪ Directs changes in practice or service delivery on the basis of consumer or staff feedback; WHS reports; accreditation feedback and best practice research in collaboration with the clinical leadership team ▪ Is responsible for leading and reporting on Divisional accreditation processes over 3 yearly cycles ▪ Monitors and oversees organisational risks related to Divisional responsibilities and programs

Person Specification

Selection Criteria: Essential Minimum Requirements

Educational/Vocational Qualifications
<ul style="list-style-type: none"> Post-graduate tertiary qualifications in Nursing/Midwifery, Medicine, Public Health or related disciplines
Personal Abilities/Aptitudes/Skills
<ul style="list-style-type: none"> Demonstrates values and attitudes towards SHINE SA's priority populations, including regarding sexual orientation, gender identity and intersex status, which are consistent with SHINE SA's strategic directions and policy Works effectively as a member of the multi-disciplinary Executive Management Team Determines priorities, plans, and works towards achievement of organisational and Divisional goals Problem solves, innovates and manages conflict constructively Determines and pursues personal and professional development goals Develops and utilises professional networks to further the development and quality of SHINE SA's Clinical and Counselling Services Highly developed oral communication and interpersonal skills, including demonstrated ability to coach and mentor staff Highly developed written communication skills with attention to detail Excellent leadership and negotiation skills and capacity to build credibility and influence Demonstrated competency in IT systems and products Capable of developing professional relationships with people from a wide variety of backgrounds both within and outside the organisation Self-motivated with a strong desire to succeed
Experience
<ul style="list-style-type: none"> Minimum 10 years' experience in a healthcare service/organisation Demonstrated experience in presenting/reporting to a Board of Directors <p>The position requires the incumbent to have experience in:</p> <ul style="list-style-type: none"> the primary healthcare sector (a minimum of 5 years) working with SHINE SA priority populations the planning, auditing, implementation and evaluation of clinical and counselling services and programs leading and managing staff in clinical and counselling services developing and expanding strategic relationships that demonstrate innovation and business development budget planning and management of cost centres monitoring and leading high quality Clinical Governance
Knowledge
<p>This position requires a working knowledge of:</p> <ul style="list-style-type: none"> evidence-based, contemporary clinical practice in integrated sexual and reproductive healthcare

- state and national legislation as they relate to the conduct of clinical and counselling services and programs
- health service funding streams and resource management
- clinical workforce planning and management
- requirements and standards for quality clinical services including accreditation processes and governance
- comprehensive sexual health and relationships knowledge (e.g., contraception, pregnancy options, STIs and BBVs including HIV, sexual orientation, gender diversity, sexual violence, etc.)
- SHINE SA Strategic Directions
- Work Health & Safety requirements
- effective consumer/community participation
- the provision of cultural safety and accessibility in clinical services, and related frameworks

Selection Criteria: Desirable Characteristics

Educational/Vocational Qualifications, Registrations and Memberships

- Tertiary qualifications in health and/or business management, e.g., Master of Health Administration, Master of Business Administration, or equivalent relevant post graduate qualification(s)
- Current registration with APHRA as a General Nurse and/or Midwife
- Member, Australasian Society for HIV, Viral Hepatitis and Sexual Health Medicine
- Member, Australasian Sexual Health and HIV Nurses Association

Experience

- Management of a clinical and/or counselling service in a non-government organisation
- Successful track record as a researcher in an area of sexual and/or reproductive health or related area

Knowledge

- Knowledge of research processes including ethical considerations and methodological approaches

Job and Person Specification Approval

CEO Signature & Date

/ /

Print Name

Employee Signature
& Date

/ /

Print Name

Email a copy of this job description to the:

IT & Records Manager

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Personnel File

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