



**Position description**

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| **Position** | **Senior Clinical Adviser (Community Response and Services)** |
| **Reports to** | **Clinical Governance Specialist** |
| **Work level** | **4** |
| **Group** | **Operations** |
| **Team** | **Assurance** |
| **Location** | **Onsite at the Hub in Melbourne CBD or Hybrid** |
| **Direct reports** | **NA** |
| **01. Purpose of the position and link to Strategy 2023+ *Earlier, Easier, Together*** | |
| The **Senior Clinical Advisor (Community Response and Services) manages high risk and priority complaints, feedback, incidents, requests for information and other community queries in a timely, empathetic and considered manner. Working within the Clinical Governance team, the role analyses data and outcomes and provides advice to inform continuous improvement which supports improved service delivery.**  As a clinical liaison within Beyond Blue and our business partners, the role will also help to shape and manage clinical governance systems that ensure that services are innovative, evidence informed, person centered, safe and effective and complies with the Beyond Blue Care Governance Framework and industry standards. This is achieved by providing evidence informed advice, attending appropriate safety and quality meetings, monitoring complaints, feedback, clinical incidents, and clinical risks of the service. Additionally, the role will manage any continuous improvement activities for the service.  Clinical Governance at Beyond Blue supports the key strategic goal of integrity so the community has trust and confidence we operate with integrity and will make an impact. This means ensuring we are transparent and inclusive, and our workforce is skilled and engaged. Additionally, this role assists all teams across Beyond Blue to achieve our Strategy 2023+ goals of Understanding, Supporting, Connecting and Leading. | |
| **02. Key Accountabilities of Position** | |
| **Area of accountability**  **Services Adviser**   * Liaise within Beyond Blue and it’s service delivery business partners ensuring robust Clinical Governance, guided by the Beyond Blue Care Governance Framework, and industry standards. | |

**Category/Document type:** Position Description **Document owner:** *Clinical Governance Specialist*

**Evaluation last completed:** *Completed by P&C month/year* **Last Updated (version)** *08 2023 (v1)*

**File location** *G:\Operations\HR\Employees\1 - Current Employees\Anna Bogan\02. Contracts & Signed Policies\Clinical Governance Senior Adviser - Oct 2023\2023\_08\_PD\_SER\_CG\_Clinical Governance Senior Adviser.Docx*

* Ensure clinical safety and quality standards are monitored and met to ensure safe and effective standards of care are provided. Oversee the implementation of clinical continuous improvement of clinical interventions as required.
* Identify emerging issues, risks and trends and provide clinical governance oversight and direction to ensure accountability for clinical practice and community safety.
* Provide support to staff in their roles through the provision and interpretation of resources, standards, systems, knowledge, and skill development.
* Partner with other teams within Beyond Blue to support policies, process and procedure that mitigate any clinical and organisational risks.

# Community Response

* Monitor and triage the various requests that come through to the Beyond Blue head office.
* Manage the process of and coordinate a response to the community contacting the Beyond Blue Head office with complaints, incidents, and privacy related information requests. Following appropriate processes and ensuring each is actioned and responded to in timely manner.
* Respond to people contacting Beyond Blue head office in distress when this cannot be actioned by the Support Service.
* Work with the internal stakeholders that all external requests are appropriately and empathetically managed and responded to.
* Review clinical incidents and provide advice for any escalation of clinical incidents and other events relevant to any clinical risks. Ensure thematic review of incidents, complaints and feedback informs continuous improvement planning.
* Be the process lead for all reviews and investigations into clinical incidents related to clinical operations.

# Project Management and Reporting

* Provide reporting on clinical activities as relevant to assigned service, continually working to improve reporting and application in practice.
* Provide high quality written documents and input into the development of key reports, including Board, Beyond Blue internal, external and ad hoc reports as required.
* Take the lead or participate in any new projects and initiatives as required.

# Stakeholder Management (internal and external)

 Actively participate in all meetings with stakeholders.

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| * Work collaboratively with all team members and other teams within Beyond Blue to achieve overall objectives. This may include participating and taking responsibility for coordination of Clinical Governance Committees or working groups. * The role will have responsibility for setting the agenda and recording/distributing minutes for these committees. * Be responsive to additional duties that may arise |
| **03. Key outcomes, or desired impact of role, linked to Strategy** |
| * All contacts and requests to the Beyond Blue head office are managed safely, effective and in a timely manner * Each Support and/or Service area within Beyond Blue has a developed continuous improvement plan that is regularly reported against * Risks are quickly identified and mitigation activities are implemented and monitored * Critical incidents are quickly and appropriately managed * Each Support and/or Service area within Beyond Blue has access to Clinical Governance advice and collaborative support * Provide regular written reports to line management concerning clinical governance, quality and safety * Beyond Blue Supports and Services are safe, effective and high quality and align with the Beyond Blue Care Governance Framework   KPI’s/Goals are set in the performance review cycles – January to June / July to December as part of our [Thrive Framework.](http://bbconnect.beyondblue.org.au/Pages/Performance-Review.aspx) |
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| **04. Core Capabilities** |
| Capabilities in our capability framework critical for role success include:   * Agility * Critical thinking * Community centricity * Leading * Partnering |
| **05. Specific Job Competencies** |
| **Education/qualifications**   * Tertiary qualifications in Nursing, Mental health nursing, Psychology, Social work, Occupational therapy or similar * Registration with AHPRA   **Experience**   * At least 5 years’ experience working in the Mental health or community sector |

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| **Key essential skills**   * Demonstrated experience in mental health care provision, person centered and trauma informed care. * Experience in complaints, incident and/or feedback management * Demonstrated ability to translate evidence-based process into effective practice and ensure process and systems align with clinical quality standards. * Strong understanding of continuous improvement methodology and implementation of quality improvement plans under strong change management practices. * Able to influence and create change within established programs and services. * Excellent written and verbal communications skills, presentation skills, and attention to detail. * Ability to work autonomously without direct supervision. |
| **06. Values leadership and our culture at Beyond Blue** |
| **Beyond Blue Values** We all play a part and take responsibility for our impact on Beyond Blue’s culture, in line with our [Values.](http://bbconnect.beyondblue.org.au/Pages/beyondblue-Values.aspx)  **Cultural competency** Beyond Blue strives to be a culturally safe and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans. |