

Position Description



Position title	Clinical Governance – Online Communities and Community
Team/Group	Support and Services
Work level	3
Position reporting to	Head of Clinical Governance
Employment Type	1.0 FTE

Vision, mission and values	<p>Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to work with the community to improve mental health and prevent suicide. We aim to achieve this by:</p> <ol style="list-style-type: none"> 1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide <p>Beyond Blue’s values are Collaboration, Respect, Enthusiasm, Excellence, Innovation, and Integrity.</p>	
Position purpose	<p>The purpose of the Clinical Governance – Online Communities and Community teams is to oversee and support all clinical governance aspects across the allocated portfolios for Beyond Blue’s services. Responsibilities include the provision of clinical advice on policies and procedures, projects, reports, and data interpretation that will contribute to Beyond Blue’s quality improvement processes, risk management systems, and overarching clinical governance framework. The position will also act as a key contact for clinical supervision/peer supervision as required across various Beyond Blue teams. The position will also contribute to the development and continuous improvement of content – ensuring a system of quality and integrity applies to all content in compliance with the Beyond Blue Clinical Governance Framework.</p> <p>This role will work with teams across Beyond Blue and key third-party stakeholders.</p>	
Role dimensions	Direct Reports	<i>Nil</i>
	Overall team	Head of Clinical Governance, teams and stakeholders as per the allocated portfolios and tasks
	Financial Delegation	<i>Refer to delegations</i>
Key accountabilities	<p>Clinical Governance</p> <p>In conjunction with the Beyond Blue Head of Clinical Governance, continue the development and implementation of a robust Clinical Governance Strategy for allocated portfolios (primary and a secondary portfolio) based on the overarching Beyond Blue Clinical Governance Framework.</p> <p>Develop and maintain relationships with key stakeholders to ensure the application into practice of a system of quality assurance, reporting and clinical effectiveness.</p> <p>Oversee clinical aspects and governance of clinical interventions as required.</p>	

	<p>Partner with other teams within Beyond Blue and conduct screening and assessments of volunteers and external participants to mitigate any clinical and organisational risks.</p> <p>Act as a subject matter expert for the online communities' team and respond to forum threads and provide advice within the forums as required. This may include providing advice on clinical and non-clinical interventions.</p> <p>Content - development, review, and continuous improvement</p> <p>As a clinical subject matter expert, work in conjunction with the members of the teams within the allocated portfolios to develop a robust content development, review and continuous improvement process to ensure all content accurately reflects current best practice and evidence-based principles.</p> <p>Work with internal and external subject matter experts and stakeholders to ensure content quality control and appropriateness as per relevant standards and frameworks.</p> <p>Risk Management and Quality Improvement</p> <p>Develop and implement measures to ensure Clinical Quality Improvement. For example, develop performance measure tools, develop audit schedules and conduct reviews as per the relevant standards and frameworks (i.e. documentation and clinical practice audit) in conjunction with delivery partners.</p> <p>Lead program clinical risk management processes and procedures, actively identifying, monitoring and managing areas of key risk and lead appropriate escalation and responses in accordance with the Beyond Blue risk management processes.</p> <p>As part of the Clinical Governance team, provide advice on any escalation of clinical incidents, distressed callers, and other events relevant to any clinical risks.</p> <p>Be the process lead for all reviews and investigations related to any feedback and investigations.</p>
Key behaviours	<ul style="list-style-type: none"> • We are community centric and focus on solving problems, listening and adjusting plans to deliver better outcomes for the community • We create a sense of fun and light-heartedness, and channel our energy and enthusiasm into meaningful work • We create clarity and ensure our actions align to our strategy, so we can prioritise our finite resources • We collaborate to provide solutions and options for feedback • We actively listen, and communicate openly and transparently • We build relationships internally and partner with the whole organisation on shared goals, problems, and solutions • We build relationships externally and partner with key external stakeholders for the benefit of the community • We adapt, flex and take an agile approach to plans to meet community need
Qualifications and key selection criteria	<p>Education/qualifications</p> <p>Tertiary qualification in psychology, social work, occupational therapy, psychiatric nursing or similar with at least 3 years' experience in mental health service provision.</p> <p>Current APHRA/other relevant registration as applicable to the professional stream.</p> <p>Knowledge/skills/experience</p> <p><u>Essential</u></p> <p>Experience in working across health or community sectors in governance and operational roles.</p> <p>Extensive understanding and working knowledge of the Clinical Governance principles and relevant standards (particularly clinical mental health experience).</p>

	<p>Clinical data analysis and reporting experience.</p> <p>Able to influence and create change within an established program and services.</p> <p>Knowledge and experience in risk management, governance and quality improvement.</p> <p>Excellent written and verbal communications skills, presentation skills, and attention to detail.</p> <p><u>Desirable</u></p> <p>Experience working on mental health promotion initiatives and suicide prevention; and/or education settings.</p> <p>Further education/study in change management, governance or equivalent.</p> <p>Experience in developing health related instructional design modules and frameworks.</p>	
Core Capabilities	<p><i>Community voice</i></p> <p><i>Community awareness & system change</i></p> <p><i>Digital Capability Big Blue Door delivery</i></p> <p><i>Agile Leadership</i></p> <p><i>Sustainable & diverse funding sources and supporting social impact</i></p> <p><i>Best governance and demonstrating impact</i></p> <p><i>Partner strategically for maximum impact</i></p>	<p>Capture community insights, ensure community insights inform our work, test we are having</p> <p>Shift to a community centric way of operating, with the community and the need for system change informing how we work</p> <p>Increase our impact and reach across the community, and better understand and respond to community need and deliver personalised support informed by community insights and data.</p> <p>Respond in a shorter period of time and to enable more flexible and adaptable utilisation of resources across the organisation. It also enables us to embed our Ways of Working culture.</p> <p>Develop a sustainable and diverse funding base, that strengthens our culture of philanthropy. We will invest and spend wisely, and plan for the longer term.</p> <p>Balances stability and strong oversight, with dynamic decision-making processes that support responsive ways of working. We will measure our success – and our learnings – and share our insights with donors, philanthropists and government supporters.</p> <p>Work with the community, education, business, philanthropy and across government. Our engagement with partners will be purposeful, inclusive, transparent and respectful.</p>