

POSITION DESCRIPTION

Position Title	Group Director Medical Services and Clinical Governance
Reports to (Title)	Chief Executive
Group Director/ Chief	Chief Executive
Department	Hospital Administration
Position Location	Malvern
Award/Agreement	Salary and conditions in accordance with contract of employment
Delegation of Authority Level	

Position summary and role purpose

The Group Director Medical Services and Clinical Governance (GDMS&CG) provides leadership, strategic direction and effective management of Cabrini's medical services division. They ensure the delivery of safe, high-quality patient care through the management of a highly-skilled medical team, as well as oversight of diagnostic services, pharmacy, clinical governance and infection control.

The GDMS&CG leads a team of more than 1600 specialists, comprising employed doctors and visiting medical officers (VMOs). They collaborate with divisional leaders to promote a highly-skilled, engaged and collegiate medical workforce and to promote strong between medical staff and other key stakeholders across the organisation.

The GDMS&CG contributes to the realisation of Cabrini's mission and strategy through the exploration of new models of care, growth opportunities and strategic partnerships, undertaking all activities in line with Cabrini's mission and values.

The GDMS&CG is a member of the Executive team and provides expert advice to the Chief Executive and the Board about the organisation's strategic direction, policy development, professional standards and clinical practices. The GDMS&CG also plays a key role in meeting service delivery standards, including health service care and diagnostic service accreditation, and compliance with regulatory bodies such as Safer Care Victoria.

Key result areas

1. Key responsibilities, outcomes and activities

1.1 Leadership and management

- Promotes best available clinical care for patients, in line with contemporary practice and evidence-based medicine.
- Contributes to, and articulates, a vision for clinical services across Cabrini Health.
- Promotes and ensures sound moral and ethical standards, in keeping with the organisation's values and Catholic ethics.
- Ensures the effective and efficient operation of all aspects of medical services of Cabrini Health.
- Leads and encourages medical staff participation in clinical reviews and process improvement.

- Ensures that pertinent statutory/legal requirements and policies are adhered to by medical staff.
- Develops and implements the credentialing policies and procedures, including the delineation of clinical practices, and ensures these remain consistent with contemporary legislation and standards.
- Ensures there is an ongoing focus, structure and reporting mechanism for clinical risk management, with the aim of providing the safest environment for patients.

Medical leadership team

- Develops and manages a medical leadership team to effectively oversee the medical workforce across Cabrini.
- Develops and oversees delivery of professional development opportunities for the medical leadership team.

1.2 Operational responsibilities

- Has executive responsibility for the operational management of some Cabrini clinical and diagnostic services in collaboration with the Group Director of Nursing, Allied Health and Clinical Education.
- Promotes partnerships and integrated teamwork to deliver improved patient experiences and strategic outcomes.
- Promotes effective and harmonious relationships with all departments and services to ensure cohesive team-based care and services.
- Acts as a role model in effective communication and resource sharing.
- Participates in multi-disciplinary committees, which directly or indirectly affect medical practice and patient care.

Member of the Cabrini Group Executive Committee

- Upholds the values of Cabrini Health and works to fulfil Cabrini Health's mission and strategic goals.
- Works as an effective member of the Cabrini Group Executive Committee.
- Makes an active contribution to the Group Executive Committee in fulfilling its terms of reference.
- Provides advice and assistance to the Chief Executive and other senior Cabrini Health staff.
- Reports to the Board and its committees via the Chief Executive as required.
- Represents Cabrini Health in external forums as required.
- Deputises for the Chief Executive.

Chairing of the following Cabrini Health Management and Clinical Governance Committees

- The GDMS&CG Chairs a number of Committees in line with the governance and operational requirements of the role.

Liaison with medical staff

- Establishes, fosters and implements methods to optimise positive, two-way communication with medical staff.
- Establishes and oversees the Medical Advisory Committee structure.
- Communicates the Cabrini Health mission and strategic plan to medical staff.
- Optimises the alignment of visiting medical staff's goals with those of Cabrini Health.
- Responds to concerns, suggestions or feedback raised by the medical staff.

- Oversees maintenance and improvement of clinical standards for medical staff.
- Oversees and implements disciplinary procedures for medical staff as required.

Accreditation and clinical governance

- Defines and implements the processes for credentialing and definition of scope of practice for medical staff to ensure that accredited medical staff are safe and competent to deliver appropriate medical care.
- Develops and oversees the medical staff bylaws so that they are consistent with legislative requirements, strategic direction of Cabrini Health, principles of natural justice, and the development of a committed and high-quality medical workforce.
- Contributes to the clinical governance process, particularly as it relates to the delivery of medical care by developing and implementing processes and policies consistent with principles of open disclosure, a just culture and an environment of learning and continuous improvement.
- Oversees medical negligence and other claims associated with patient care, and related regulatory compliance activities.

1.3 Resource management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, mission, values and vision, and the Behaviours that Matter
- Ensures that resources, as they pertain to medical staff, are administered justly, fairly and consistently across Cabrini Health.
- Works collaboratively and in consultation with the People and Culture division in the recruitment and retention of staff and relevant personnel matters impacting on employed medical staff.
- Works collaboratively and in consultation with Business Technology Services division in the procurement and deployment of clinical decision support systems.
- Ensures the environment supports the health and safety of medical staff and promotes medical participation in the work health and safety program.

1.4 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development/continuing education.
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work health and safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high-quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational relationships

- Reports directly to the Chief Executive
- Maintains a close collaborative working relationship with the Executive Team

Committee membership

The Group Director Medical Services and Clinical Governance will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini
- Invitee to the Governing Board
- Board Sub Committees – Patient Experience and Clinical Governance
- Medical Staff Executive
- As directed by the Chief Executive

Staff development

The Group Director Medical Services and Clinical Governance will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

Key competencies

The Group Director Medical Services and Clinical Governance must demonstrate the following requirements:

Educational/vocational

- Tertiary qualifications in health management (or equivalent) and demonstrated competence and experience in healthcare management (Private Sector desirable)
- Fellowship of the Royal Australasian College of Medical Administrators, or substantial progress towards achieving Fellowship, is desirable.

Registration

- Medical Practitioner registered with the Australian Health Practitioners Registration Authority (AHPRA) to practice in Victoria.

Experience/knowledge

- Current clinical appointment or significant clinical experience.
- Demonstrated effective communication skills, both verbal and written.
- Excellent interpersonal skills.
- Demonstrated understanding of contemporary medical practice.
- Demonstrated effective analytical skills and the ability to develop administer and evaluate medical practice, policies and procedures.

Conditions of employment

Salary and conditions in accordance with the Cabrini contract of employment / employment agreement.

Cabrini mission, values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that Matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to "provide excellence in all of our services".

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame

We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:


Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role.

Authorised:



Chief Executive

16 September 2025

Date