

Position Description

Position Title:	Director - Clinical Governance and Improvement
Reports to:	Executive Director Quality, Risk and Innovation/Chief Nurse & Midwifery
Department:	Quality, Risk and Innovation
Directorate:	Quality, Risk & Innovation / Chief Nurse & Midwifery
Cost centre:	R1706
Code & classification:	Grade 10 (HS10)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Director Clinical Governance & Improvement is an integral part of the leadership team at GV Health and works closely with the Executive Director Quality Risk and Innovation and Chief Nursing & Midwifery Officer (EDQRI&CNMO) and the broader executive leading the delivery of comprehensive quality, risk and innovation systems that foster and develop an organisational culture in which quality, risk management and reduction in patient harm becomes an integral part of core business.

The position is responsible for a strategic and systems driven approach to the quality, risk and innovation at GV Health, with the aim of continuously improving experience and outcomes. This is achieved through governance and activities to effectively manage risk, reduce patient harm and improve patient safety and the effectiveness care provided.

The Director Clinical Governance & Improvement provides leadership to the process of accreditation of applicable relevant standards, in collaboration with the Executive and clinical teams and is responsible for promoting GV Health as a quality, safe regional health service provider.

Provide strategic leadership for GV Health's Clinical Governance & Improvement functions, ensuring robust clinical governance systems that strengthen patient safety, reduce avoidable harm, and enhance consumer experience and outcomes.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Lead the development, implementation and continuous improvement of systems and processes that support clinical governance, including incident management, consumer feedback and experience, risk management, continuous improvement, audit and controlled documents.
- Foster a culture of patient-centred care, consumer partnership, and Just Culture across the organisation.
- Provide management oversight and operational leadership for risk management in accordance with GV Health's Risk Management Framework, ensuring effective identification, recording, management and review of risks.
- Oversee incident and feedback management systems, ensuring compliance with open disclosure, Statutory Duty of Candour, SAPSE, Sentinel Events and Serious Incident Response Scheme (SIRS).
- Ensure timely investigation and mandatory reporting of serious incidents, and monitor implementation of recommendations from reviews to improve safety and outcomes.
- Promote and embed consumer partnership at all levels of care, overseeing the Consumer Partner Program and strategies that enable meaningful consumer involvement in health care activities.
- Lead the Improvement and Innovation Program to embed a culture of continuous improvement across GV Health, guiding identification, prioritisation and governance of improvement initiatives and collaborating with health service partners to share learnings and scale improvements.
- Provide leadership for all accreditation processes across GV Health, including NSQHS Standards, Aged Care Quality and Safety Standards and NDIS Practice Standards, ensuring systems and documentation support successful outcomes.
- Deliver accurate and timely reporting on quality, risk and innovation performance to the Executive and Board Quality Committee and Audit and Risk Committee, ensuring compliance with Statement of Priorities and other regulatory reporting requirements.
- Lead financial planning and sustainability projects within the directorate, monitoring and achieving annual budget targets.
- Build staff capability in quality and safety, support organisational accreditation readiness and contribute to governance committee arrangements.
- Work collaboratively within the Hume Health Service Partnership to deliver on Strategic Priority and improve outcomes and experience
- Maintain a safe working environment, ensure compliance with relevant standards and legislation, and actively participate in organisational quality and safety initiatives.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Relevant Post Graduate Qualifications.

Essential:

- At least 10 years' clinical experience in a senior role working within a complex healthcare environment.
- Extensive experience in operational management and system development including demonstrated ability to use evidence/data to drive decisions that support change initiatives.
- Demonstrated ability to lead, motivate, engage and influence stakeholders and enable collaboration across multiple spectrums of the organisation to deliver successful implementation of projects.
- Demonstrated expertise and a proven history in developing, monitoring and evaluating quality and risk management systems and processes.
- Significant previous experience with health service accreditation models
- Demonstrated capacity to facilitate change at an organisational level

- Ability to support and involve staff and consumers in health service planning and service development initiatives.
 - Significant previous experience with health service governance
 - Demonstrated analytical skills and ability to identify and address gaps and trends with excellent written and verbal communication skills
 - Excellent interpersonal and communication skills, including high level collaboration and negotiation with key stakeholders both within and external to the organisation.
 - Public speaking ability and willing to present to a broad scope of stakeholders, including Board, Executive and Divisional Directors, and external stakeholders.
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Ensure clear accountability for quality and safety within the scope of this role.
 - Ensure that all activities are developed and implemented with the most efficient use of available resources and in line with GV Health's budget and related objectives.
 - Enabling of effective teamwork across the organisation to deliver efficient, reliable, quality, patient-centred care in all service arms of the organisation.
 - All mandatory reporting requirements to the Department of Health and Human Services and other statutory and regulatory agencies are met in a timely manner and in accordance with the requirements of the agency.
 - Full accreditation status across all programs and service areas
 - Maintenance of strong relationships with partner organisations.
 - The Division is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability.
 - Written and verbal advice to Board and Executive is of a high standard.
 - Reporting to Executive on meeting annual operating plans as required.
 - Risks are identified and mitigation process implement.
 - Improvement opportunities are identified and action where appropriate.
 - Attendance and active participation in meetings as required.
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ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;

- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Quality, Risk & Innovation	Director Clinical Governance and Improvement
Reviewed by:	Executive Director – Quality, Risk & Innovation
Issue Date:	January 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)