

Position Title:	Clinical Director, Greater Shepparton, Strathbogie, Moira Local
Operationally reports to:	Divisional Clinical Director, Mental Health
Professionally reports to:	Chief Medical Officer
Department:	Goulburn Valley Area Mental Health & Wellbeing Service
Directorate:	Community Care & Mental Health
Cost centre:	H0252
Code & classification:	Specialist Year 1 – 9 depending on qualification and experience in this field
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	AMA Victoria – Victorian Public Health Sector – Medical Specialists Enterprise Agreement 2022 - 2026

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 and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.

Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.



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CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health’s purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

Greater Shepparton, Strathbogie & Moira Adult and Older Adult Local Mental Health and Wellbeing Service (GSSM Local)

A key recommendation made in the Royal Commission into Victoria’s Mental Health System final report was the establishment of Local Adult and Older Adult Mental Health and Wellbeing Service across Victoria. The new service stream, now known as Mental Health & Wellbeing Locals (Locals Services) are an important part of Victoria’s reformed mental health and wellbeing system.



The GSSM Local service is delivered through a consortium comprising of Wellways (lead agency) Goulburn Valley Health and APMHA HealthCare.

Wellways: is a respected Australian mental health, wellbeing and carer service that comprises of teams of wellbeing workers, clinical consultants, support workers, peer workers and counsellors who are dedicated to ensuring all the people they serve have opportunities to fully participate in the community. Wellways have more than 40 years’ experience working with individuals, families, carers and the community to identify their needs and goals and attain a great life in their community.

APMHA HealthCare: is a Not-For-Profit company which has evolved from the Victorian Primary Mental Health Alliance Pty Ltd who were established in 2015. Their focus primarily revolves around primary mental health care within a Stepped Mental Health framework. They provide intake, triage, secondary consultation and clinical and psychological services for a variety of funders through nominated program streams by a diverse and experienced professional workforce across Australia.

Working Together - How We Will Deliver Services

The GSSM Local will operate 7 days a week, with extended operating hours to support a flexible and responsive service. The GSSM Local will provide easy to access, high quality assessment, treatment, care and support to people aged 26 years and over experiencing mental illness, psychological distress or drug and co-occurring substance use or addiction issues. The GSSM Local will focus on those whose needs cannot be met by primary and secondary mental health and alcohol and other drug providers alone and who do not require intensive or ongoing care from Area Mental Health Services.

The Local Service model will provide integrated clinical support, care and wellbeing support to participants and their family members or carers. It is community-led and integrated through partnership that shares power, creating a responsive, flexible and helpful service This model aims to improve the capacity of





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individuals to engage in our community and develop resilience to any situations of future psychological distress.

Mental Health and Wellbeing Locals are free, voluntary, and easy to access, with no referral required. Importantly, these new services will be delivered on the basis of 'how can we help?' and a 'no wrong door' approach, focused on giving choice and control over how the participant wants to receive support. This will make it easier for the participant to access the support they need, closer to home and family, carers, and support networks.

Commitment to Reconciliation

The GSSM Local acknowledges that Aboriginal and Torres Strait Islander people have not always been well-served by mental health and disability organisations, and that their social and emotional wellbeing has been impacted by generations of trauma, injustice and deprivation. As partner organisations we recognise our responsibility in addressing these issues of injustice, inequality and stigma as part of ensuring our services are both welcoming and helpful for people and their families. As part of our commitment to reconciliation we are working to create culturally aware and safe services for First Nations Community Members.

ROLE STATEMENT:

The Clinical Director of GSSM Local will work in partnership with GSSM Local Operations Manager. The Clinical Director will be responsible for developing and implementing the Clinical Governance Framework to inform the work of GSSM Local. To do so, they will partner with both members of GSSM Local and people with Lived or Living Experience of mental illness and/or psychological distress. The Clinical Director will provide clinical leadership to GSSM Local partners to help develop a service that provides treatment, care and supports that is responsive, culturally sensitive and evidence-based. Priority is given to people who experience barriers to access and/or people who face the greatest barriers to good health and wellbeing. The Clinical Director will also lead the efforts to develop evidence base where such evidence either does not exist or is not sufficiently robust. The Clinical Director will be involved in the Royal Australian & New Zealand College of Psychiatrist's (RANZCP) specialist training in psychiatry at GV Health, including supervision of trainees rotating through GSSM Local.

EXTERNAL RELATIONSHIPS:

Liaises with:

- Director of Services, Wellways
- Chief Executive Officer, APMHA Healthcare.
- Office of the Chief Psychiatrist, Mental Health & Wellbeing Division (HWD), Department of Health, Victoria.
- Chief Mental Health Nurse, Clinical & Professional Leadership Unit, Safer Care Victoria, Victoria.
- Mental Health & Wellbeing Commission (MHWC), Victoria.
- Other mental health service providers
- Relevant client/community-based organisations

INTERNAL RELATIONSHIPS:

Liaises with:

- Operations Manager, GSSM Local
- Adult & Older Adult Area Mental Health and Wellbeing Service, GV Health.
- Consultant Psychiatrists, GVAMWHS
- RANZCP Site Coordinator of Training (SCoT), GV Health.
- Divisional Clinical Director and Divisional Operations Director, GVAMWHS
- Executive Director Community Care / Mental Health



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- Executive Director Capital Projects, Infrastructure and Support Services
- Other relevant Divisional and Department Managers

Positions reporting to this role:

- Psychiatry Registrar

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES

The Clinical Director will be responsible for three areas: (1) Clinical Governance, (2) Supervision and Training of staff, especially Trainee Psychiatrists and (3) Clinical Care:

Clinical Governance:

The Clinical Director will provide leadership in clinical governance, being the system by which the governing body, managers, clinicians and staff share responsibility and accountability for the quality of care, continuously improving, minimizing risks, and fostering an environment of excellence in care for consumers/patients/residents. The Clinical Director will take the lead in developing and implementing the following two components of the GSSM Clinical Governance Framework: clinical performance and effectiveness and consumer safety and quality improvement systems. The Clinical Director will collaborate with GSSM Local Operations Manager to develop the other elements of the GSSM Clinical Governance Framework, i.e., governance, leadership and culture; safe environment for the delivery of care and; partnering with consumers. The Clinical Director will collaborate with GVAMWHS Divisional Clinical Director and Divisional Operations Director to ensure that the transitions of consumers between GSSM Local and GVAMWHS are managed such that consumers and carers experience high quality care.

Supervision and Training:

The Clinical Director will lead the development of supervision and training of staff of GSSM Local in collaboration with various internal and external partners. The Clinical Director will specifically develop the supervision and training of staff employed by GV Health, including the Trainee Psychiatrist. GV Health is an accredited RANZCP training program for specialisation in psychiatry. While GV Health provides advanced training in General Adult Psychiatry, Child & Adolescent Psychiatry, Psychiatry of Old Age, Consultation-Liaison Psychiatry and Addiction Psychiatry, its vision is to provide the best training for developing medical experts in psychiatry. The Clinical Director will be responsible for the development of the training experience for Trainee Psychiatrists rotating through GSSM Local with a focus on the understanding and care of people with psychological distress, common mental illnesses/conditions such as anxiety and depressive disorders or less severe alcohol/substance use disorders. This may include provision of both individual and group psychotherapies.

Clinical Care:

The Clinical Director will, directly or indirectly, assess consumers of the GSSM Local with a view ensure that a shared formulation is developed with the consumer that informs the person's treatment, support and care plan. The Clinical Director will ensure that clinical records are completed in a timely manner and there is a multidisciplinary approach to treatment.



1. Quality and safe clinical care for consumers

- Support employees to work in collaboration with consumers, families/representatives or carers by providing timely information involving them in care planning and treatment decision making
- Operationally manage the clinical practices and ensure standards of care maximise health outcomes by continually monitoring, evaluating and improving practices
- Ensure safe consumer care is provided by maintaining appropriate staffing and skill mix levels
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Ensure compliance with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Measure consumer experience and respond accordingly to feedback and complaints including reporting findings to appropriate management and committees

2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Maintain current knowledge of clinical practice
- Actively participate in identifying where improvements can be made to the quality of consumer care
- Participate in incident and sentinel/adverse event reviews and ensure learnings are implemented to prevent reoccurrence
- Actively support clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

4. Commit to ongoing professional development of self, other employees and the profession

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, employment principles and legislative requirements are met
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities
- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.



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QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to consumers and the healthcare workforce
- Contribute to organisational quality and safety initiatives
- 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.

OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

Other Position Requirements

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).

KEY PERFORMANCE INDICATORS:

- Development and implementation indicators that will measure the quality and safety of treatment, care and support provided to consumers.
- Conduct of relevant clinical practice audits.
- Participate and report on audits and quality activities to the GVAMHWS Division Quality, Safety, Performance & Operational Committee.
- Participation in GV Health Accreditation processes (e.g., Office of the Chief Psychiatrist, National Safety & Quality Healthcare Standards etc.).
- Registration is maintained and working within scope of practice
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process



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KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Current registration with the Australian Health Practitioner Regulation Agency as a Medical Practitioner
- Fellow of the Royal Australian & New Zealand College of Psychiatrists or equivalent, i.e., be eligible to register through Specialist pathway.
- Post graduate management qualifications or working towards
- Significant senior management experience within public healthcare
- Strong leadership skills that foster a positive team culture and sound working relationships with a range of stakeholders
- Demonstrated effectiveness as a manager with an ability to initiate, lead and manage change
- Demonstrated abilities in the development and implementation of operational plans and achieving outcomes
- Demonstrated understanding of the complexities of the Victorian mental health system
- Sound financial and staff/human resource management skills
- Experience in strategic and business planning, and the ability to develop grant applications
- Understanding of health service provision under current state/federal funding models
- Computer literacy at intermediate level for Microsoft applications
- Demonstrated ability to work in partnership with the other health leaders to provide strategic and operational service direction.
- Demonstrated commitment to contributing to education and training of the multidisciplinary team.
- High level of knowledge of the Mental Health and Wellbeing Act 2022 and in particular its application to quality mental health care.
- Evidence of full immunisation against COVID-19 and Influenza
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.



Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general consumer handling and clinical duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ working alone ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ operating equipment ▪ handling general and infectious waste ▪ participating in shift work and on-call 	<ul style="list-style-type: none"> ▪ Exposure to substances and hazardous materials ▪ working at other locations may be required ▪ dealing with anxious or upset consumers or members of the public ▪ driving a motor vehicle

Reviewed by	Divisional Operations Director – Mental Health
Issued	August 2024
Reviewed	August 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- 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).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ / /

(Print Name)