Ministry of Health & Medical Services

ROLE DESCRIPTION

Corporate Information:

<table>
<thead>
<tr>
<th>Role:</th>
<th>Clinical Governance Manager</th>
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<tbody>
<tr>
<td>Salary Band:</td>
<td>Band H</td>
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<tr>
<td>Salary Range:</td>
<td>$34,760.31 - $44,564.50</td>
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<tr>
<td>Location:</td>
<td>Colonial War Memorial (CWM) Hospital</td>
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<tr>
<td>Unit/Division:</td>
<td>Clinical Governance Hub</td>
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<td>Reports to:</td>
<td>Medical Superintendent CWMH</td>
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<tr>
<td>Subordinates:</td>
<td>Quality Officers, Infection Prevention and Control Nurses, Customer Relation Officers</td>
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The Position

Based in the Clinical Governance Hub and reporting to the Medical Superintendent, the position is the single accountable manager with responsibility for the organization’s Quality Management System, leading, coordinating and monitoring all quality assurance activities.

Key Responsibilities

The purpose of the position will be achieved through the following key responsibilities and duties:

1. Managing the ‘Clinical Governance Hub’ with responsibility for the organisation’s Quality Management System (QMS)
2. Working with management and operational staff to establish standard operating procedures (SOP), Clinical Practice Guidelines and quality standards across the organisation to ensure service quality is consistent with best practice standards at both national and international level
3. Ensuring continuous quality improvement by regularly and routinely measuring performance against standards and reporting outcomes to relevant personnel, ensuring timely, informed decisions can be made in the pursuit of quality improvement.
4. Actively leading and engaging with service users to monitor outcomes and satisfaction with service provision
5. Conducting relevant analysis and distributing statistical information and technical reports to further promote continuous quality improvement in service delivery
6. Ensuring that all staff receive the training necessary to optimize their personal and professional contribution to the organisation’s pursuit of continuous quality improvement
7. Providing administrative support to the Clinical Governance Steering Group by having responsibility for the production of meeting agendas and minutes and disseminating all necessary reports and action plans

Key Performance Indicators

Performance will be measured through the following indicators:

1. The Hospital’s Quality Management System (QMS) is established and is explained/described in a Quality Manual.
2. Job Descriptions for the positions in Quality Officers; Infection Prevention and Customer Services are reviewed and revised in the context of the organisation’s Quality Management System. (Timely and effective management, and regular monitoring of Quality Officers;
Infection Prevention and Customer Services personnel performance to enable business continuity, delivery of services, and achievement of work plan outcomes.

3. Annual work plans for staff positions in Quality Improvement (Quality Officers); Infection Control and Customer Relations Officers are prepared (The Clinical Governance Business Plan is developed, approved and implemented within the agreed timeframes)

4. A repository of the organisation’s Standard Operating Procedures, Clinical Practice Guidelines, Policies and Procedures is established. (Complete compliance with relevant legislative and policy requirements within the department.)

**Selection Criteria**

**The Person**

In addition to being registered with the Fiji Nursing Council with a valid license. The position holder must have a Bachelor of Nursing with at least 3 years active experience of clinical service. The following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

**Knowledge and Experience**

1. Good understanding of Quality Assurance in Healthcare (including Clinical Governance)
2. Good knowledge, experience and understanding of the Hospital’s clinical environment
3. Experience in programme development and implementation
4. Good understanding and experience in system/process analysis and production of investigative reports, including action plans
5. Experience of data collection and analysis, interpretation and presentation

**Skills and Abilities**

1. Experience in developing and delivering staff education activities
2. Organizational skills in managing service departments.
3. A leader, experienced in managing staff.
4. Skills in analysis and planning work processes and in working towards targets.
5. Strong communication skills and a good command of spoken and written English.
6. Has computer skills to use proficiently at least word, excel and power point software of Microsoft Office
7. Highly effective oral and written communicator.

**Personal Character and Eligibility**

Applicants for employment must be Fijian Citizens, under Age 55, in sound health, with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance as a condition of employment.

The Ministry is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. All applicants must address the specific knowledge, experience, skills and abilities required for the job, as this criteria will be considered in assessing the relative suitability of applicants.