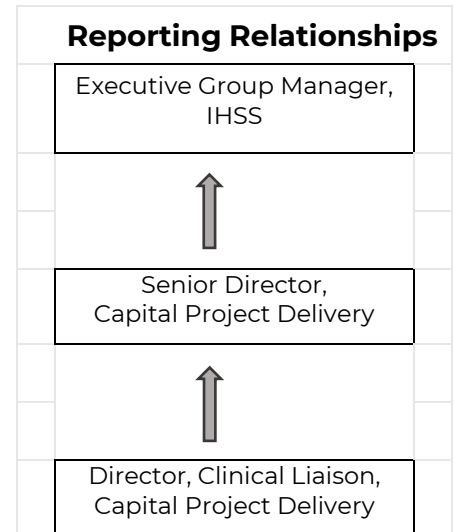


<b>Directorate</b>	Canberra Health Services
<b>Division</b>	Infrastructure & Health Support Services (IHSS)
<b>Business Unit</b>	Capital Project Delivery
<b>Position Number</b>	54150
<b>Position Title</b>	Director, Clinical Liaison
<b>Classification</b>	Senior Officer Grade B
<b>Location</b>	Canberra Hospital
<b>Last Reviewed</b>	5 November 2021 - JS



Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the [CHS website](#).

Our **Vision**: creating exceptional health care together

Our **Role**: to be a health service that is trusted by our community

Our **Values**: Reliable, Progressive, Respectful and Kind

## POSITION OVERVIEW

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding region. More information can be found on the CHS website: <https://www.health.act.gov.au/>

The Infrastructure and Health Support Services (IHSS) Group is responsible for infrastructure planning and delivery, facilities management and a diverse array of non-clinical support services that is focussed on delivering timely patient centric solutions across the CHS organisation.

Delivery of health services occurs in an increasingly dynamic environment with ever changing community expectations, government priorities and technological advances. The Director, Clinical Liaison role will report to the Senior Director, Capital Project Delivery and undertake key activities to support the planning and delivery of CHS capital projects. The role will require working in close collaboration with the relevant clinical executive, clinical staff and the project team, including infrastructure delivery partners, Major Projects Canberra.

The Director, Clinical Liaison will be responsible for leading the clinical engagement and development of clinical requirements for major infrastructure projects able to minimise impacts from operating within a live hospital environment. This will include supporting a range of infrastructure projects to enhance clinical services that involve demolition works, construction of new buildings and refurbishments or existing buildings. A key element will

be engaging with internal and external stakeholders, and managing stakeholder expectations to ensure clinical requirements are well developed and agreed project outcomes are delivered.

## **DUTIES**

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Under limited direction of the Senior Director, Capital Project Delivery, you will perform relevant activities relating to the duties of the position. You will:

1. Lead the clinical engagement required for the preparation, development and completion of health service plans, models of care, health planning unit briefs, facility concept design processes, and asset strategic planning processes for the provision of public health services.
2. Provide advice and input into the development of strategic, organisational and contextual planning information research and advice to clinical services to support decision making around sustainable service delivery model development.
3. Advise and assist senior staff, project steering committees and consultants in relation to health services planning activities including service, capital and facility planning in relation to all services to be delivered.
4. Research, prepare and contribute to advice, briefings, correspondence and change management plans for service and capital planning development issues and projects.
5. Develop and implement project-related change management plans as they affect clinical service delivery.
6. Maintain positive working relationships with clinical stakeholders, ensuring they receive regular information updates, and minimising impacts to clinical services.
7. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

## **ABOUT YOU**

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CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as LGBTQIA+ are particularly encouraged to apply.

### **Behavioural Capabilities**

To be successful in this position, it is expected that the successful candidate will have the following attributes:

1. flexible, adaptable and comfortable with a changing working environment.
2. strong interpersonal and negotiation skills, and the ability to develop and maintain positive working relationships across CHS and with external stakeholders.
3. able to respond to and prioritise competing and often urgent requests in a calm and efficient manner, while maintaining high work standards and accuracy.
4. commitment to achieving positive outcomes for clients and the CHS organisation.

## Position Requirements / Qualifications

### Mandatory

- CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide [Digital Health Record](#). Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates and contingencies.

### Desirable

- Tertiary qualifications in a health-related discipline, and experience in population / public health, health planning, research and evaluation are highly desirable.
- Experience in an operating clinical environment, and knowledge of health service planning processes, issues and developments in Australia.
- Have an understanding of how the [National Safety and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

### **Please note prior to commencement successful candidates will be required to:**

- Undergo a pre-employment National Police Check.

## **WHAT YOU REQUIRE**

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These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience.

1. Demonstrated high level skills and significant experience in a clinical operating environment, and in providing clinical support to development and delivery of health-related infrastructure projects.
2. Proven strong and effective listening, oral and written communication skills, including the ability to liaise and negotiate effectively with a broad range of stakeholders.
3. Well developed analytical and project management skills, including the ability to establish priorities, exercise initiative and produce complex reports and submissions within agreed timeframes.
4. Demonstrated high level organisational change management skills and ability to engage clinicians in business process design.
5. Demonstrated understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Never
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Never
Unpredictable People e.g. Dementia, mental illness, head injuries	Never
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Occasionally
Lifting 16kg+	Never
Climbing	Occasionally
Running	Never
Reaching	Occasionally
Kneeling	Never
Foot and leg movement	Occasionally
Hand, arm and grasping movements	Occasionally
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally