

JOB DESCRIPTION

Job Title:	Chief Clinical Services Officer	Reports to:	Chair of the Board
Approved by:	Griefline Board	Date approved:	2020

Job Overview	
<p>The position of the Chief Clinical Services Officer is a role of leadership that through working directly with the Leadership Team, The Board, the Chief Impact Officer and the Chief Operating Officer, engaged in defining the overall strategy and direction of Griefline’s Clinical Services.</p> <p>The CCSO leads the overall vision and direction for the organisation’s Clinical Services, Training, Education and Development of the volunteers and employees, and the Development of New Programs.</p> <p>Responsibilities include collaborating on the strategic development and implementation of innovative clinical programs and tools, as well as collaboration with strategic partners to further the objectives of the organisation.</p> <p>This role requires creative thinking and collaborative work style, working to lead the support of Griefline’s needs in the community.</p>	
Key Accountabilities	Expected Outputs and Measurement
Leadership	
Facilitate the achievement of creative and innovative solution delivery for Griefline and hence influence and lead business connectivity.	Lead to increased connectivity across the business, foster a culture that promotes ethical practices, customer focus, financial optimisation, and service and encourages individual integrity.
Assist the COO and the CMO in developing and overseeing the long-term business operational strategies that deliver Griefline’s short-term and long-term goals.	Develop, in collaboration with the COO and CMO, an annual operating plan that supports Griefline’s long-term strategy as formulated by the board.
Assist the Board in overseeing the company’s achievement and maintenance of a satisfactory competitive position within its industry.	Develop and implement objectives, policies and programs and set standards and targets. Analyse economic, social, technical, legal and other relevant data or trends.
Keep the Board fully informed in a timely and candid manner of the conduct of the day-to-day operations of the Clinical Services Department towards the achievement of its established goals and of any material deviations from the goals or objectives of Griefline.	With respect to operational matters, ensure communications, resolution of issues and project development in line with the Boards expectations.
Ensure the consistent implementation of workplace WHS practices for the business and oversee compliance with those practices.	As demonstrated through compliance to Safety obligations across all areas of the business, including assess and manage the principal risks of the business within operations.
Proactive management of operational function to ensure maximisation of performance and contribution to operational activities that lead the achievement of department goals, building talent for future business and individual growth.	<ul style="list-style-type: none"> • Maintain a positive and ethical work climate that is conducive to attracting, retaining and motivating a diverse group of top-quality employees at all levels. • Management of all employment and volunteer arrangements to ensure compliance of legislative, strategic and ethical values.

Working collaboratively with the COO and CIO to ensure a balanced approach to the optimised delivery of Griefline’s objectives, client services, professional development and the market leading delivery of community support for grief, loss and trauma.	<ul style="list-style-type: none"> • Financially sound and deliverable within budget • All initiatives align to Griefline’s values and strategic intent • Optimise brand • Optimise response to client needs • Approved by Board
Ensuring that the business is kept in the most cost effective and beneficial position to maximise Griefline’s objectives.	As demonstrated through fiscal decision-making in consultation with the Leadership Team, ensuring timely reporting where required.
Ensure all organisation activities comply with relevant acts, legal demands and ethical standards.	Ensuring thorough review and timely resolution of all operational requirements.
Working with the COO and CIO in establishing an appropriate organisational structure including developing and growth strategies.	To recruit skilled talent and retain the best optimise workforce, volunteer and employees, drive employee and volunteer engagement and develop strategies.
Measures effectiveness and efficiency of operational processes both internally and externally in the area of Clinical Services.	Ensuring the organisations standards are met and processes are improved in the most cost-effective manner, in-line with governance guidelines.
Represent the organisation in negotiations, at conventions, seminars and official occasions and liaise with other relevant organisations, within the scope of authority.	Represent the business to the highest standard of ethics at all times, sourcing key information to develop future growth strategies.
Ensure the security and protection and maintenance of company assets at all times.	Ensure practices are in place to maintain property security, employee and customer welfare, escalating business and individual risks as required.
Perform other functions related to the office of the CCSO or as requested by the Board.	Perform expectations to the highest standards of business integrity and personal ethics at all times.
Functional	
Responsible for the optimised Financial Management of Clinical Services Division to ensure the planning, preparation and reporting of Griefline’s financial and program outcomes.	Preparation of proposal and supporting budget for all Griefline programs in line with the Board Proposal Guidelines.
Responsible for all CCSO reporting requirements for day to day cost management, program priorities and the Board reporting requirements.	<ul style="list-style-type: none"> • Board Reporting preparation at least three (3) days in advance of The Board meetings. • Active participation and responsibility for Griefline’s service provision cost and forecast management/ reporting of the Clinical Services area of Griefline. • Demonstrate leadership in the Leadership Team to deliver a financially viable and sustainable organisation in all aspects of Clinical Services programs.
Responsible for processing of all data capture in Clinical Services and reporting to provide real time service activity analysis including identification of trends and business opportunities in response to community needs.	<ul style="list-style-type: none"> • Monthly reporting. • Compliance by all volunteers and employee data capture needs. • Proactive trend analysis to develop Clinical Services strategies with Leadership Team for Board consideration and approval.

Utilise all required IT infrastructure.	
Responsible for the design and delivery of marketing leading programs in response to community needs and to equip the workforce with necessary skill set readiness to support the identified need and market professional development needs.	<ul style="list-style-type: none"> • Proposal and program scope submission and preparation to the Board for approval prior to development and implementation. • Analysis of trends and future program categories.
Ensure the provision of Griefline Helpline and Policeline Services on a 24/7 basis across all identified platforms of client communication.	<ul style="list-style-type: none"> • Adequate number of resources to support call volume and client demand. • Achievement of contractual obligations.
Induction, recruitment, interviewing, training and volunteer sourcing for Griefline core services model.	<ul style="list-style-type: none"> • Program schedule to meet service demand. • Building of internal capability for multiple resources to deliver programs. • Diverse sourcing strategies.
Provision of appropriate levels of supervision and debrief to workforce.	<ul style="list-style-type: none"> • To achieve career pathway and professional development goals. • Intense caller support and guidance. • Contractual obligations. • Professional development troubleshooting strategies.
Other Responsibilities	
Provide support to the Leadership Team as required.	
Prepare all necessary reports and analysis as required by the Board to support their business analysis.	
Work actively with all team members to ensure the smooth operation of the work environment and the achievement of all Griefline's goals.	
Operate all work activities in compliance with company policies and procedures, including working in a safe manner as per the WHS requirements of the business.	

Skills, Experience & Qualifications		
Skills	Experience	Qualifications
<ul style="list-style-type: none"> • Influencing and relationship management skills • Negotiation Skills • Ability to work proactively as part of a team • Excellent written and verbal communication • Business Improvement work style • Ability to manage time efficiently and effectively • Analytical skills • Exceptional attention to detail • Exceptional PC skills • Highly developed data analysis and interpretation • Creativity and innovative work style 	<ul style="list-style-type: none"> • Minimum five (5) years of experience in nursing • Minimum two (2) years' experience of training, managing and leading people. • Project management experience and advantage • Demonstrate business leadership experience • Organisation financial management experience • Grant and funding proposal preparation and scoping desirable • Not-for-profit optimised finance management 	<ul style="list-style-type: none"> • Master of Learning and Development, and Clinical Program for Support Strategies or equivalent.