

Clinical Product Advisor

Reports to Clinical Product Manager
Band Band 4, HPV Enterprise Agreement 2018

Position Summary

The Clinical Product Advisor (CPA) is part of the Procurement and Value Delivery Division, and forms part of the Clinical Sourcing Stream at HealthShare Victoria (HSV). The Clinical Sourcing Stream is responsible for medical consumable, surgical and implantable categories.

The CPA position exists to provide expert clinical advice to ensure the reliable supply of appropriate goods to support health service provision of patient care. This is delivered by identifying alternative products where required in response to supply failures and product recalls. In addition, the role performs an advocacy function in supporting the standardisation of product use throughout the sector to facilitate supply chain efficiencies.

Furthermore, the CPA has the key accountability of sharing knowledge, ultimately promoting evidence-based practice to deliver best value and maximise outcomes of HSV activities for health services. The position is also responsible for coordinating Reference Group nominations and reviewing clinical contract exemption applications to support the HSV Sourcing Program.

Specific Duties and Responsibilities

Supply Chain Support

- Provide support to the HSV Supply Chain team in ensuring a reliable supply of required goods to health services by identifying alternative products in the event of supply failures and product shortages. Liaise with suppliers and key Health Service contacts/Clinical Product Advisors to ensure the clinical suitability of alternatives.
- Manage, report and maintain records on clinical product recalls. Communicate with health services to ensure affected facilities are aware of recalls and their required actions.
- Manage and report on clinical product complaints from health service stakeholders for relevant products.
- Liaise with category managers regarding recalls, and clinical product complaints and provide feedback to Supply Chain and Procurement teams on supplier performance.

Health Service Engagement

- Provide a clinical interface between HSV and the Victorian health sector, ensuring the appropriate translation of clinical information through consultation with key stakeholders, to support the development and improvement of procurement practices for the Victorian Public Health sector, to improve operational efficiency, and to enhance the development of credible and trusting relationships between HSV and the sector.
- Undertake research activities and consult with key customer groups such as health service CPAs and Executive/Product Reference Groups, to maximise sourcing opportunities and support effective contract outcomes.

- Identify opportunities for product standardisation across the sector and advocate with clinical staff for value-adding outcomes that do not compromise patient outcomes.
- Promote the trials of Conditionally Awarded Products introduced during the Invitation To Supply (ITS) activities.
- Participate in supplier relationship management reviews to increase awareness of product training, innovation and market developments.
- Participate in regular Clinical Product Advisor group, contract management group and relevant product evaluation and exemption committee meetings.
- Liaise with Category Management to better understand contractual performance issues, agreed actions and share information with the health services when requested.
- Ensure all clinical customer services queries are answered within the defined timeframes.

Input into Category Management Process

- Support the technical writing effort to ensure the clinical aspects of the ITS are adequately covered within the Statement of Requirements (SOR).
- Assist with coordinating nominations for Reference Groups.
- Review applications for Contract Exemption.
- Identify issues relating to conflict of interest and probity regarding membership and activities of Reference and Advisory Groups and escalate as required.
- Provide clinical advice, education and support across the organisation as required.

Product Clinical Performance

- Lead clinical product evaluation process at HSV to drive evidence-based practice.
- Liaise with hospital personnel on HSV product clinical performance such as product faults and product recalls.
- Maintain clinical performance records measuring product clinical performance.
- Support Category Management in ongoing contract management with regard to clinical assessment of products substitution and deletion and mandatory reporting on clinical consumable product recalls.

Category Management Education

- Support Category Managers and Customer Relationship Managers by obtaining relevant information on clinical product functionality and clinical practice where requested.
- Ensure matters of clinical relevance are raised with the sourcing division to ensure they are incorporated into the sourcing process.
- Work in collaboration with and support Category Managers and the Customer Engagement team by obtaining relevant information on clinical product functionality and clinical practice where requested.

Leadership

- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.

- Maintain strong lines of communication, both formal and informal, with key HSV stakeholders to ensure the smooth operation of the organisation.
- Support organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Corporate Strategy.

HSV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HSV values:
 - We are customer-focused; we focus on customer and patient outcomes.
 - We keep it simple; we strive for efficient and effective ways to achieve our goals.
 - We are collaborative; we work as a team toward common goals.
 - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
 - We inspire confidence; we do the right thing. We are open, honest and trustworthy.

Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the CPA may be required to undertake other duties from time to time.

Qualifications, Skills and Experience

Academic

- Current registration as a Division 1 Nurse, with extensive clinical experience
- Postgraduate qualifications in Health (desirable)
- Experience in clinical research (preferred).

Experience

- Recent clinical experience and sound clinical skills across a broad range of areas, which will ideally include:
 - Experience in the management of clinical products in relation to their safe and effective selection and use within a healthcare facility.
 - Awareness of product or tender specifications.
 - Ability to undertake clinical research where required.

Personal

- Exposure to Project management within a healthcare facility.
- Ability to write and produce high level reports and briefs.
- Understanding of the structure and organisation of Health Services in Victoria.
- Strong computer skills including the ability to confidently use the Microsoft suite of products.
- Passion for ensuring best outcomes in patient care.
- Excellent interpersonal skills, including an ability to acquire information and influence others with diplomacy, tact and discretion and to engage internal and external stakeholders at all levels with respect and confidence. This includes excellent presentation skills with experience presenting to large groups.
- Outstanding written and oral communication skills.
- Ability to work as a member of a team and collaborate effectively with internal and external stakeholders, as well as the ability to work in a self-directed manner, take initiative, and work independently when required.
- Outstanding organisational skills including the ability to manage and prioritise multiple concurrent tasks, meet tight deadlines and to work in an independent, flexible manner where required.
- A high level of personal integrity.
- Current Australian Driver's Licence with the ability to travel to metropolitan and rural locations.