

Position	Clinical Product Advisor
Reports to	Head of Clinical Product Advice
Direct reports	Nil
Band classification	Band 5, HSV Enterprise Agreement 2024
Date approved	May 2026

1. HealthShare Victoria

HealthShare Victoria is a Victorian public sector entity established on 1 January 2021 as an independent, commercially oriented public sector provider of supply chain services (surety, procurement and logistics) to Victoria's public health sector.

Our purpose is to partner with Victoria's public health services, suppliers and government to ensure the right products and services are delivered to the right place at the right time, supporting better value for our public health services and better outcomes for their patients.

We work with Victoria's public health services to understand their requirements. We meet these needs by establishing collective agreements (purchasing contracts) for medical consumables, pharmaceuticals and medical equipment, as well as non-medical products and services they need via large-scale tenders.

We also play a critical role in ensuring Victoria's public health services have access to goods and services that may be in higher demand or difficult to access, including personal protective equipment (PPE), medical consumables, ICU equipment and pharmaceuticals.

We administer several compliance-related functions, and work with health services to assist them in meeting their legislative, compliance and probity obligations.

As well as providing an end-to-end health supply chain for Victoria's public health services, we extend access to our collective agreements to health or related services assessed as 'eligible services'.

Building on a spirit of change and transformation, our work supports our health service customers to deliver safe, high quality and sustainable healthcare for all Victorians.

2. Position summary

The Clinical Product Advisor (CPA) is part of the Procurement team at HealthShare Victoria (HSV) and provides support across the Procurement; Supply and Logistics; and Surety functions.

- a. Reporting to the Head of Clinical Product Advice, 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. CPA's provide time critical input into, the evaluation and procurement of clinical products both at the initial sourcing phase and 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.
- b. The CPA has the key accountability of promoting evidence-based practice to deliver best value and maximise outcomes of HSV activities for health services. The position is also responsible for identifying any gaps of critical clinical skills to support the HSV Procurement Activity Plan (PAP).

3. Specific duties and accountabilities

Health Service Engagement

- a. Provide a clinical interface between HSV and the Victorian public health sector, ensuring the appropriate translation of clinical information to specifications. The CPA is a core participant in the definition of Statement of requirements and in Product evaluation, for sourcing activities related to the PAP
- b. Enhance the development of credible and trusting relationships between HSV and the Victorian Public Health sector.
- c. Assist in identifying more effective and efficient methodology for identifying core clinical attributes for products thereby increasing confidence level of supplier provided information in sourcing evaluations.
- d. 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.

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

Product Clinical Performance

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

Supply and Logistics Support

- e. Provide support to the HSV Supply Chain group 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.
- f. Provide information on product alternatives to ensure promotion to the health sector.
- g. Manage, report and maintain records on clinical product recalls. Communicate with the Customer Engagement team and health services to ensure affected facilities are aware of recalls and their required actions. Support the recall process for the affected products provided through the HSV Distribution Centre (DC).
- h. Manage and report on clinical product complaints from health service stakeholders for relevant products.
- i. Liaise with category managers regarding recalls, and clinical product complaints and provide feedback to Supply and Logistics and Procurement teams on supplier performance.

Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

Health, safety and wellbeing (BeSafe)

- a. Follows safety rules and takes responsibility for safety at a personal and team level to reduce risk to others
- b. Reports hazards, incidents and injuries and takes part in actions to eliminate hazards
- c. Shows a sense of urgency when safety issues arise
- d. Makes safety a part of the everyday by talking about ideas for improvement
- e. Attend BeSafe activities, forums and training to help create a robust safety culture at HSV

HSV values

Uphold the HSV values:



Customer-centric
We work with our customers and put them at the centre of our decision making

Our values



Accountable
We do what we say we will do



Respectful
We treat people the way we would like to be treated and work together in a safe, kind and honest way



Solutions-focused
We work together to find the best operational and commercial outcomes



Open
We welcome new ideas and change as we continue to learn and grow

Collaboration at HSV

- a. Builds and maintains effective collaborative and consultative working relationships
- b. Listens and works as a supportive and cooperative team member, sharing information and acknowledging others' efforts
- c. Has challenging conversations as required within scope of role and personal accountabilities
- d. Steps in to help others where required

HSV strategy, policies and procedures

- a. Contribute to the delivery of HSV's strategic plan and roadmap initiatives.
- b. Comply with HSV policies and procedures and report breaches and/or risks to your people leader or another relevant stakeholder.

Other duties

- a. While the principal duties are detailed above, this position may be required to undertake other duties from time to time.

Data Security

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

4. Qualifications and experience required

Academic

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

Experience

Recent clinical experience supported by strong clinical skills across a broad range of healthcare settings, ideally including:

- a. Experience in the management of clinical products in relation to their safe and effective selection and use within a healthcare facility.
- b. A minimum of five years' recent clinical experience within an Australian healthcare setting.
- c. General surgical experience is highly regarded.
- d. Dialysis experience will be highly regarded.
- e. Awareness of product or tender specifications.
- f. Ability to undertake clinical research where required.
- g. Exposure to Project management within a healthcare facility.
- h. Ability to write and produce high level reports and briefs.

- i. Understanding of the structure and organisation of Health Services in Victoria.
- j. Strong computer skills including the ability to confidently use the Microsoft suite of products.

Personal

- a. Passion for ensuring best outcomes in patient care.
- b. 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.
- c. Outstanding written and oral communication skills.
- d. 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.
- e. 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.
- f. A high level of personal integrity.
- g. Current Australian Driver's Licence with the ability to travel to metropolitan and rural locations.
- h. Current Working with Children Check (WCC)

5. HSV's Leadership Capability Framework

Everyday leaders

Everyday leaders are motivated and passionate about HSV's work and committed to delivering their work efficiently and to a high standard. They take responsibility for getting the job done and seek opportunities to collaborate and to share or gain knowledge. They understand how their work fits into HSV's strategy and are committed to the organisational vision.

Priority leadership capabilities for everyday leaders:

- Problem solver – Demonstrates problem solving within scope of role. Develops useful, workable and practical solutions to address issues, shows initiative, gets things done and owns the results
- Operates with integrity – Acts honestly, is professional and lives HSV values
- Works collaboratively - A team player who values all contributions and works jointly with others (internally and externally) to deliver results
- Health and safety - Sets expectations and takes responsibility for a physically and psychologically safe culture and work environment

6. Locations for work

Primary:

- CBD Office: 11/50 Lonsdale Street, Melbourne VIC 3000

Secondary:

- Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
- Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.
- Regular travel and attendance at all HSV locations is a requirement of this position.

Some travel to HSV customer sites is a requirement of this position. Non people leaders will be required to attend a primary and (or) secondary site for at least 2 days per week with, a minimum of 1 day at the primary site per week.