

	Document ID:	JD - 311
	Revision No.:	4.0
Job Description – Clinical Manager	Effective Date:	January 2026

Job Description

1. Job Descriptions

Doc No	JD - 311
Position Title	Clinical Manager
Reports To	Managing Director - Provocatus
Key Stakeholders	Internal - Cross Functional External – Veteran employers, ex-service organisations, tertiary and other research institutes, health care professionals, veterans and families
Reports	Veteran Nurse Medical Administration Coordinator Psychologist
Date Reviewed	January 2026

2. Job Summary and Objective

Aeternal Group's Vision is to provide exemplary clinical products, clinical care and support to veterans and first responders. To enable Aeternal group to achieve that vision, Provocatus' mission is to alleviate human suffering by providing medicines and pharmaceutical products to patients through established supply and logistics pathways, so that our customers can receive exemplary clinical care and support.

The Clinical Manager is a senior leadership role responsible for overseeing clinical service delivery, leading the clinical team, and planning and delivering strategic clinical, research, and education projects. The role ensures that clinical operations are effective, compliant, and continuously improving, while projects are delivered on time, within scope, and aligned with organisational objectives.

3. Company Values in Action

Aeternal Group is committed to the core values of Accountability, Integrity, Innovation, Pursuit of Excellence, and Respect for Human Life. The Clinical Manager is expected to model these values in all interactions and embed them into clinical practice, leadership behaviours, and decision-making.

4. Key Duties and Responsibilities

1. Clinical Service Delivery

- Conduct nursing consultations for ADF veterans in accordance with the Provocatus clinical consultation framework.
- Ensure clinical services are patient-centred, evidence-informed, and aligned with organisational standards.
- Support safe, ethical, and effective clinical practice across all programs.

2. Team Leadership & Performance

- Provide leadership, direction, and support to the clinical team.
- Delegate tasks effectively and ensure appropriate capability, workload balance, and accountability.
- Ensure clinical team activities are supported by documented procedures and work instructions.
- Provide regular performance and operational reports to senior management.

3. Continuous Improvement & Service Development

- Lead the ongoing review and improvement of clinical consultation processes, pillars of care, and educational programs.
- Identify opportunities to improve efficiency, quality, and service offerings.
- Contribute to service development initiatives that support sustainable growth and improved veteran outcomes.

4. Project Management & Delivery

- Plan, coordinate, and oversee healthcare-related projects, including:
 - Clinical program development
 - Educational initiatives
 - Research projects
 - Grant-funded activities
- Define project scope, objectives, timelines, and resource requirements.
- Monitor project progress, manage risks and changes, and report on outcomes.
- Ensure projects are delivered in accordance with agreed governance frameworks.

5. Strategic Decision-Making & Change Management

- Collaborate with internal and external stakeholders to support strategic initiatives.
- Contribute to feasibility assessments and informed decision-making.
- Manage change effectively, including adjustments to scope, schedule, or resourcing.
- Utilise project management tools and systems to track performance and escalate issues as required.

6. Stakeholder & Relationship Management

- Develop and maintain strong relationships with veterans, healthcare professionals, research partners, and external organisations.
- Represent the Provocatus clinical offering professionally and ethically.
- Support initiatives that enhance the organisation's reputation and reach within the veteran health sector.

7. Documentation, Reporting & Systems

- Ensure accurate and timely clinical documentation within nominated systems.

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- Support continuous improvement of patient management and customer relationship management systems.
- Maintain appropriate records, reports, and data to support governance, compliance, and decision-making.

5. Key Result Areas (KRA) and Key Performance Indicators (KPI) (Performance Weighting %)

External Collaboration and Education	35%
Key performance indicators: • Establish three (3) partnership arrangements to augment existing clinical services (Veteran Access Scheme “Clinical Wellness Pillar”). • Identify one (1) new service that could be included into the VAS pillars of care. • Identify and apply for a minimum of two (2) grants that support the costs associated with research, clinical or educational programs. • Progress research - complete data collection and analysis phase for at least one (1) project, and project scoping and establishment for another one (1) research project. • Develop opportunities to promote the VAS by forming relationships with organisations that can refer veterans to our program, and development of content that could be presented to corporate organisations. Receive new veteran referrals from five (5) organisations that have not referred to Provocatus in the past. • Coordinate six (6) National Community of Practice educational webinar events, and demonstrate a 30% uplift in the database of attendee’s measured between start and end of FY 25/26.	
Record Keeping and Documentation	10%
Key performance indicators: • Continuous development and improvement of the patient management and customer relationship management systems being utilised by the clinical team. • Accurate completion of customer/client notes in nominated databases (95% accurate and complete on the day or as soon as practicable). • Provide weekly and monthly clinical team performance reports.	
Project Management	20%
Key performance indicators: • Key projects are scoped and approved using endorsed systems and templates. • Key projects are monitored and reported using endorsed systems and templates, and project variances are identified and managed.	
Continuous Improvement and Technology Enablement	10%
Key performance indicators: • Supporting operational synergies across the Group through contribution to a continuous improvement working group. • Support the identification and implementation of a minimum of three (3) workflow automations across the Group.	
Financial Management and Leadership	15%
Key performance indicators:	

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- Financial management - Financial requirements for Clinical team identified and budget maintained with a focus on value for money (VFM) and cost base within 5% of budget.
- Staff absenteeism rate – 1.5% or less per annum.
- Safety – All incidents (minor and significant injuries, illnesses and near misses) reported and corrective action taken.

Values and Culture Contribution
10%

Key performance indicator:

- Values alignment rating in performance review (min. score required is 4/5).

6. Job Qualifications and Experience

Essential	Desirable
Unrestricted nursing qualification with current AHPRA registration	Experience working with veterans and/or DVA-related processes, or DVA advocacy
Minimum 3 years' post-registration nursing experience	Experience in telehealth service delivery
Australian citizenship and ability to obtain a valid National Police Check	Experience contributing to research, education, or grant-funded programs
Australian Drivers Licence	Exposure to project or program coordination roles
Strong written, verbal, and documentation skills	
Excellent time management and organisational capability	
Ability to work autonomously and collaboratively	
Willingness to undertake occasional travel as required	

7. Occupational Health and Safety

All personnel are required to work, and encourage others to work, in a safe manner and promote safety and health in the workplace. All personnel are to act in accordance with Aeternal Group's Occupational Health and Safety Policy and are responsible to report or rectify (when possible and safe to do so) all potential and actual workplace hazards, injuries, incidents and health concerns which come to their attention.

8. Workplace Behaviour and Professional Conduct

All personnel are to positively contribute to a working environment free from discrimination, harassment and bullying. All personnel are to act in accordance with Aeternal Group's Discrimination Harassment and Bullying Policy and Code of Conduct.

9. Policies and Procedures

All personnel are required to maintain an understanding of and comply with Aeternal Group's Policies and Procedures, in addition to promoting and demonstrating the company's values and ethos.

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In signing, both the manager and employee of this position have discussed and agree to the content detailed within this job description and accept that duties and responsibilities may change at the discretion of Aeternal Group Pty Ltd.

Manager	Employee
Signature:	Signature:
Name:	Name:
Date:	Date: