



ROLE DESCRIPTION

Role Title:	Emergency Department Medical Practitioner (RMO)		
Classification Code:	MDP2-G / MDP2-A	Position Number	Multiple
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Royal Adelaide Hospital/The Queen Elizabeth Hospital		
Division:	Acute & Urgent Care Program		
Department/Section / Unit/ Ward:	Emergency Department		
Role reports to:	Director of Emergency Department, Royal Adelaide Hospital/The Queen Elizabeth Hospital		
Role Created/ Reviewed Date:	01/09/2020		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:

The Royal Adelaide Hospital and The Queen Elizabeth Hospital (CALHN) is committed to maintain and improving the health and wellbeing of the people of South Australia by:

- Providing a comprehensive range of high quality, accessible hospital and related services.
- Promoting the health of general community and encouraging healthy behaviour on the part of the individual.
- Encouraging and supporting teaching and research.

Direct Reports:

- Responsible to the Divisional Medical Co-Directors, through the ED Directors and Consultants of the department.
- Liaises with other Divisions and Services, with other health providers in the community and hospital sector and with the broader community in the pursuit of comprehensive patient care.

Key Relationships/ Interactions:

- Responsible to the Divisional Medical Co-Directors, through the ED Directors and Consultants of the department.
- Liaises with other Divisions and Services, with other health providers in the community and hospital sector and with the broader community in the pursuit of comprehensive patient care.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Managing a complex patient group with significant illnesses and multiple comorbidities.
- Maintaining optimal communication with the team during complex and stressful situations

Delegations:

Delegated Level: Nil in accordance with HR Delegations and Financial Delegations document

Staff supervised: Direct Indirect

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012 (SA)*.
- *Information Privacy Principles Instruction*.

- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural sensitivity and respect across all SA Health practice and service delivery.
- Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to both CALHN and the broader SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Integrity Statement:

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>The RMO is responsible for the day to day care of patients in the Emergency Department under the supervision of the duty Registrar and ED Consultant by:</p>	<ul style="list-style-type: none"> • Undertaking with care and skill, the supervised management of patients. • Making notification to a senior staff member, of a significant change in the condition of patients (or situations where the senior staff member has made it know of a wish to be notified). • Encouraging junior medical staff to maintain a habit of thorough and prompt documentation in the medical record, of the initial assessment, treatment, and clinical progress and discharge summary. • Ensuring that one’s own medical documentation skills attain a standard that is medico-legally acceptable. • Providing appropriate and timely emotional support to families of patients. • Maintaining good communication and liaison with other members of the team, as well as the patient’s General Practitioner where indicated. • Perfecting appropriate behaviours when seeking another opinion, or for managing ongoing care, either as the requestor or the recipient of the request for a referral. • Continually updating and extending personal medical knowledge and skill by regular attendance at relevant teaching sessions and through personal study.
<p>Refining all areas of Clinical Practice:</p>	<ul style="list-style-type: none"> • Accepting clinical responsibility under gradually diminishing supervision. • Perfecting communication and counselling skills. • Using diagnostic and consultative services with discretion. • Perfecting an understanding of ethical and legal issues relating to medical practice. • Ongoing development of both personal and professional lives. • Learning and perfecting a range of procedural skills for independent specialist practice.
<p>Contribute to teaching/training by:</p>	<ul style="list-style-type: none"> • Contributing to medical teaching/training programs at post graduate level. • Providing timely feedback to junior medical staff who may be struggling for whatever reason. • Timely reporting of “problem” junior staff to the responsible Medical Education Officer for prompt and appropriate follow up. • Recognising that overseas-trained doctors may have particular learning and training problems and arranging for timely referral to supervising consultants.
<p>Contribute to continuous evaluation and improvement of clinical services by:</p>	<ul style="list-style-type: none"> • Supporting clinical improvement activities. • Partaking of audits and reviews of clinical services. • Actively engaging in accreditation processes.
<p>Contribute to the efficient management of the financial and material resources of the Unit by:</p>	<ul style="list-style-type: none"> • Using facilities, equipment and supplies in the most cost efficient manner.

<p>Contribute to a patient focused approach in the provision of clinical care by:</p>	<ul style="list-style-type: none"> Adhering to and supporting practices that ensure patients' rights are respected.
<p>Contribute to the adoption of responsive risk management practices by:</p>	<ul style="list-style-type: none"> Ensuring that oneself is appropriately orientated to new areas. Ensuring that oneself is aware of protocols and guidelines relevant to the area. Maintaining an awareness of "risk in the clinical environment". Actively supporting and contributing to risk management initiatives. Reporting adverse patient incidents or "near misses" and encouraging juniors. Supporting a culture of "openness" and "no blame".
<p>Contribute to the provision of a safe, healthy and equitable work environment by:</p>	<ul style="list-style-type: none"> Reporting all staff accidents, incidents and near misses. Complying with reasonable instructions or procedures aimed at protecting the health and safety of oneself and others. Carrying our responsibilities as details in occupational health, safety and injury management policies and procedures. Maintaining knowledge of and adhering to the principles and standards of equal employment opportunity legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment. Providing a responsible handover of patients when going off duty. Providing early notification of holiday and sick leave where possible. Promptly answering pages. Being punctual. Ensuring an awareness of hospital and department policies, procedures, hours of duty. Providing assistance where possible to other colleagues or when requested by senior staff. Being mindful of own physical and emotional health and well-being.
<p>Contribute to the safeguard of confidential information and intellectual property of the Hospital by:</p>	<ul style="list-style-type: none"> Adhering to the Hospital's and Department of Human Service's policy on confidentiality of patient's information. Adhering to the Hospital's policy on information technology security. Adhering to the Hospital's policy on intellectual property.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Bachelor of Medicine; Bachelor of Surgery (MBBS) or equivalent, registrable with the Medical Board of Australia as a Medical Practitioner.

Personal Abilities/Aptitudes/Skills:

- Sound communication skills.
- A sound grasp of English language as evidenced by a minimum band score of 7.0 in the IELTS test or equivalent.
- Ability to recognise personal and professional limitations and address these where appropriate.
- A willingness to accept constructive feedback on performance or behaviour from any member of the organisation.
- Demonstrated clinical competence.
- Demonstrated understanding of time management and organisation skills.
- Demonstrated personal and professional integrity.
- Demonstrated respect for the members of a multi-disciplinary team.
- Demonstrated commitment to quality improvement and safe practices.
- Demonstrated ability to be adaptable to change.

Experience

- As per recognised undergraduate medical program.

Knowledge

- As per recognised undergraduate medical program.
- Understanding of the rights and responsibilities of patients and their families.
- Understanding of fundamental medico-legal issues.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Nil

Experience

- Nil

Knowledge

- Nil

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA

Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Division/ Department:

Acute and Urgent Care Services incorporates the following clinical services:

- Emergency Services
- Acute Assessment Unit(s)
- Patient Flow & RAH / TQEH Afterhours
- General Medicine
- Geriatrics
- Trauma Service
- Burns Service

With over 1200 employees from various employment groups such as Medical, Nursing, Allied Health, Administration, Scientific, Technical and Health Ancillary, Acute and Urgent Care Services is one of the largest Directorates within the Central Adelaide Local Health Network.

Acute and Urgent Care is also responsible for the research activities undertaken by the clinical services and also consists of several special purpose funds.

Acute and Urgent Care operates services at both the RAH and TQEH, with some services providing outreach support to intra and interstate communities.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none"> - I am there for my patients and colleagues when they need me most. - I put myself in my patients and colleagues shoes to understand their needs. - I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience. - I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none"> - I look and listen to ensure I fully understand the problem and find a solution. - I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems. - I invest in my own learning and look for opportunities to explore and introduce new ideas. - I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none"> - I embrace leading practices and use them to evolve our ways of working. - I lead and support change to improve patient and organisational outcomes. - I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none"> - I put my hand up to lead work that matters. - I am accountable and focused on value. - I value and champion diversity. - I embrace collaboration and constructive partnerships.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

Name:

Signature:

Date:
