



ROLE DESCRIPTION

Role Title:	Retrieval Registrar MedSTAR Kids
Classification Code:	MDP2G
LHN/ HN/ SAAS/ DHA:	SA Ambulance Service (SAAS)
Hospital/ Service/ Cluster	Rescue, Retrieval and Aviation Services (RRAS)
Division:	MedSTAR Emergency Medical Retrieval
Department/Section / Unit/ Ward:	MedSTAR Kids
Role reports to:	Head of Unit MedSTAR Kids
Role Created/ Reviewed Date:	Review December 2021
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check (issued by approved provider) If applicable - NDIS Worker Check (issued by NDIS Commission)
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)

ROLE CONTEXT

Primary Objective(s) of role:

- > The Retrieval Registrar MedSTAR Kids will respond by road vehicle, turbo prop fixed wing aircraft or helicopter and will bring experience in neonatal and paediatric critical care medical disciplines to patients in inter-facility transport and retrieval environments.
- > The Retrieval Registrar MedSTAR Kids will work with an experienced Neonatal and Paediatric Retrieval Nurse to deliver high quality, patient focussed care to critically ill or injured children and neonates.
- > The Retrieval Registrar MedSTAR Kids may also participate in patient retrieval and repatriation utilising jet fixed wing and commercial airlines.
- > The Retrieval Registrar MedSTAR Kids will be supported and mentored prior to independent retrieval operations and via ongoing teaching, training, audit and quality assurance activities.
- > Retrieval Registrars MedSTAR Kids are employed for full time 6- or 12-month appointments

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > SAAS MedSTAR medical
- > Paramedical and nursing staff
- > SA Ambulance Staff

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External

- > Royal Flying Doctor Service (RFDS)
- > Babcock Helicopters (BH)
- > Country Health SA (CHSA)
- > SA Health Local Health Networks (LHN's)
- > Private Hospitals
- > Other related service provider

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Operating/coordinating within varied and unfamiliar clinical environments
- > Exposure to mentally demanding environments

Delegations:

- > Nil

Resilience:

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

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 SA Health values and strategic directions.

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 competence 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.

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.

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 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, and must be renewed every 5 years from the date of issue
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the data of issue (or are required to be compliant with transitional arrangement for South Australia).
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide, and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > 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.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.
- > To be operational at the MedSTAR retrieval operations base located at Adelaide Airport during rostered hours.
- > Undertake training as directed to attain or maintain required competency skills and knowledge applicable to the role.
- > To complete further training as specified by the RRAS Director Clinical Services, Head Of Unit, Retrieval Coordination and/or Head of Unit, Training and Education.
- > May be required to perform after hours and on-call work.
- > May be required to travel interstate and/or overseas.
- > You holding a driver's licence that does not legally restrict your ability to drive an operational ambulance. This must be a South Australian licence, if resident in South Australia (or be in the process of transferring an interstate or international licence to a full South Australian licence within published timeframes).

Zero Tolerance to Racism:

The Women’s and Children’s Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: ***Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.***

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 always 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Performs clinical duties for the retrieval service	<ul style="list-style-type: none"> > Participates in the operational retrieval shift roster (10 or 12 hour shifts) including day, evening and night shift duty in addition to periods of on-call. > Functions as the medical team member with a retrieval nurse to stabilise and safely transport critically ill and injured children and neonates. > Participates in retrievals by road, rotary wing and fixed wing throughout SA and occasionally interstate or overseas. > Writes clear documentation and completes the computerised record of patient care and the process of retrieval. > Participates in SAAS MedSTAR's education programme including: <ul style="list-style-type: none"> o Neonatal and Paediatric Intensive Care education programmes o Specific retrieval medicine training courses > Works from a variety of locations as required/directed, including at the Women's and Children's Hospital, Flinders Medical Centre and other regional hospitals as part of clinical duties and/or to meet ongoing training requirements.
Ensure that all SAAS MedSTAR clinical equipment is in a state of readiness	<ul style="list-style-type: none"> > Participating in equipment checking procedures. > Having a sound understanding of functions of all medical equipment. > Having thorough knowledge of contents and use of emergency packs. > Being able to trouble-shoot problems, if required. > Participating in restoration of equipment (cleaning & restocking) at the completion of retrievals. > Communicating any problems regarding equipment as soon as possible to the appropriate personnel. > Contributing to the evaluation of new clinical equipment.
Participates in SAAS MedSTAR's audit and quality assurance processes	<ul style="list-style-type: none"> > Undertaking a constant review of work practice. > Aiming for improved quality in all areas. > Entering clinical and operational data into the database. > Participating in daily case review meetings through reviewing team management and patient outcomes, as well as prepare and present specific case presentations. > Participating in the continuing development and review of SAAS MedSTAR policies and procedures, using evidence-based principles. > Participating and initiating relevant SAAS MedSTAR research projects. > Reporting on relevant incidents utilising the Safety Learning System (SLS). >
Complies with and utilises procedures, policies, regulations and standards which impact upon the position:	<ul style="list-style-type: none"> > Utilising contemporary human resource management requirements and practices, such as workplace health and safety, equal employment opportunity and anti-discrimination policies.
Promotes a positive image of SA Ambulance Service's emergency retrieval portfolio ie. SAAS MedSTAR, in a proactive way:	<ul style="list-style-type: none"> > By fostering: Professionalism, Integrity, Integration, Innovation, Collaboration and Teamwork > Contributing to the well-being of people in South Australia through participation 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. > Contributing to the promotion and implementation of the General Public Sector Management Aims, Personnel Management Standards and employee conduct standards and in particular Equal Opportunity and Work Health and Safety by adhering to the provisions of relevant legislation.

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 Medical Practitioner.
- > International medical graduates must satisfy mandatory registration requirements in accordance with Australian Health Practitioner Regulation Agency (AHPRA) and Medical Board of Australia.

Personal Abilities/Aptitudes/Skills:

- > A demonstrated 'team player'.
- > Excellent communication skills with a focus on problem solving and conflict resolution.
- > Documented clinical competency in the initial management of critically ill and injured children and neonates
 - o Advanced airway management
 - o Central venous, umbilical and arterial invasive vascular access
 - o Tube thoracostomy
 - o Selection and management of infused inotropic and vasoactive agents

Experience

- > At least 4 years post graduate medical experience
- > Applicants must have at least 6 months Neonatal/Paediatric critical care experience. This must include significant time spent in a level 6 Neonatal Intensive Care Unit and may include time spent in a Tertiary Level Paediatric Intensive Care Unit.
- > Independent or autonomous experience in the initial management of acutely ill and injured children and neonates.

Knowledge

- > Sound knowledge of paediatric and neonatal resuscitation guidelines.
- > Sound knowledge of contemporary critical care medicine.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > APLS/PLS, NRP, EMST/ATLS, MIMMS

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience

- > Applicants who are registered in an appropriate Australian or New Zealand Paediatric training programme require a minimum 6 months clinical service within an Australian and/or New Zealand Level 6 neonatal unit/s.
- > International applicants require a minimum of 12 months in a recognised neonatal intensive care unit and preferably a further 6 months clinical service within Australian and/or New Zealand Level 6 neonatal unit/s.
- > Experience in a Paediatric and/or Neonatal Retrieval Service.

- > Experience as a member of highly functioning teams.
- > Participation in Research and Education Programs.
- > Involvement in postgraduate and/or undergraduate education.
- > Involvement in health administration.

Knowledge

- > Knowledge of health care in the public and private sectors.
- > Understanding of the philosophy/principles/goals of SAAS MedSTAR Emergency Retrieval Service

Organisational Context

Organisational Overview:

Our mission at SA Health 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 legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

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 Care 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.

Health Network/ Division/ Department:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- Specialist hospital services.
- Primary health care and population health programs.
- Integrated community care services.
- Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs.
- Education and training programs.
- Research.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

SA Ambulance Service Values

P	Patient First	We will put our patients and the care we provide to them first in everything we do
A	Accountability and responsibility	We will be accountable and responsible for our actions and those of others
T	Transparent and open communication	We will communicate openly and transparently with each other and all our stakeholders
I	Integrity and honesty	We will at all times act with integrity and be honest
E	Empowered leadership	We will empower our leaders to deliver high quality services
N	No harm	We will continue to enhance our no harm learning culture where we learn from our mistakes
T	Team work	We will work as a team across SAAS, SA Health and with our partners
F	Flexible and responsive	We will be flexible and responsive to the needs of our patients, staff and stakeholders
I	Innovative and research driven	We will be innovative using research and best practice to drive the services we provide
R	Respect and courtesy	We will act with respect and courtesy towards our patients, each other and all those we work with
S	Safe and high quality	We will offer safe and high quality services to all our patients
T	Trust and confidence	We will act in ways that builds and maintains trust and confidence in our service and in each other

Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

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 SA Health as described within this document.

Name:

Signature:

Date:

Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

Women's and Children's Health Network Strategy 2026

Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

Mission To improve the health and wellbeing of families and communities by providing integrated care and support

Vision To be a leading and respected health network for women, babies, children, young people and their families

Values Compassion, Respect, Equity, Accountability, Together for Excellence

Our Story starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

Our Way is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy