

Role Description

Medical Consultant – Emergency & Inpatients - MD02



Position Number	P38303	
Position Title	Medical Consultant – Emergency & Inpatients	
Classification Code	MD02	
LHN	Flinders and Upper North Local Health Network (FUNLHN)	
Directorate	Medical Services	
Location	Port Augusta	
Department/Unit/Ward	Emergency / General Inpatients	
Position reports to	P24743 Executive Director Medical Services	
Delegation Level	No finance delegation	No HR delegation
Position Created/Reviewed	May 2022 / February 2024	
Criminal History Clearance Requirements	Working With Children Check (WWCC) (DHS) Unsupervised contact with vulnerable groups (NPC)	
Immunisation Risk Category	Category A	

Role Context

Primary objectives of role:

The Flinders & Upper North Local Health Network is committed to the achievement of best practice in the design and delivery of services to its patients. This involves the pursuit of quality improvement and innovation in every aspect of its operation.

The Medical Consultant Rural Generalist – Emergency/Inpatients is required to:

- Manage the care of all patients allocated to them in the Emergency Department (ED) and the Inpatient Unit in collaboration with the responsible medical staff, nurses and allied health professionals. This includes providing code blue support after hours for the Inpatient Unit.
- Participate in a 24-hour, 7-day roster, including both the ED and Inpatient Unit.
- Work with colleagues (medical, nursing and allied health) to develop contemporary ED care processes and general inpatient care, such as fast-tracking of patients, nurse-initiated strategies, criteria-led discharge and nurse practitioner led clinics.
- Work with hospital administration, the Head of Unit and the EDMS in future planning.
- Be actively engaged in Continuous Quality Improvement activities, including audit, morbidity and mortality review and patient complaint management.
- Attend relevant meetings and staff development/education as required
- Be actively engaged in the supervision of junior health staff.
- Be actively engaged in their own continuing education activities.
- Participate and education and training for medical and nursing staff.
- Encourage and support teamwork amongst medical, nursing and other staff for optimal clinical service outcomes.

The Medical Consultant Rural Generalist – Emergency/Inpatients may negotiate with the Executive Director Medical Services to participate in service delivery to areas other than the ED and Inpatient Unit, according to the procedural skills and scope of practice of the doctor, and the needs of the FUNLHN Health Services

Key Result Area and Responsibilities

Ensuring that a comprehensive, effective and efficient Emergency and Medical Inpatients service is provided within accepted standards of practice by:

- Providing medical service to the ED patients and Inpatient Unit of the Port Augusta and Whyalla Hospitals.
- Adhering to policies, protocols and procedures as determined by SA Health and FUNLHN, that will ensure the provision of a high standard medical practice.
- Demonstrating leadership in the achievement of targets required by FUNLHN and the Department of Health and Ageing.
- Meeting agreed Key Performance Indicators for the delivery of care, for example, waiting times and most importantly, quality indicators.
- Documenting a complete exposition of the presenting problem and any relevant psychosocial history.
- Ensuring that the examination and history are sufficient to deal with the presenting complaint and any other related problems.
- Ensuring that the assessment provides a working diagnosis and justifies the need for any investigations, which may be ordered at this point.

- Initiating the discharge process at the earliest opportunity. This will include the ordering of drugs and equipment, arranging post-discharge management and follow-up in consultation with the patient's normal carers and General Practitioner, and the writing of an accurate discharge letter or summary.
- Providing an effective and accurate clinical handover of patient care at the change of shifts.

Provide clinical services to the Department by:

- Maintaining personal knowledge of developments in Emergency Medicine and General Medicine, and contributing to their adoption, where appropriate, within FUNLHN.
- Ensuring appropriate case load and clinical mix of patients.
- Providing advice on diagnosis, investigation and management.
- Accepting tasks delegated by the EDMS and Head of Unit.

Ensure high quality and safety standards of patient care by:

- Providing specialist medical services to patients within the granted scope of practice in a timely manner.
- Providing leadership to the clinical team.
- Being responsive to the expectations and needs of both clinical and non-clinical colleagues.
- Facilitating the implementation of effective clinical review mechanisms and quality improvements processes.
- Contributing to the achievement of organisational accreditation.
- Promoting patient-focused service delivery and respect for patient rights, seeking feedback in evaluating services and responding to patient complaints.
- Assist identifying and addressing risk to service delivery.
- Support in investigating clinical incidents and participating in Root Cause Analysis processes as appropriate.
- Ensuring appropriate availability and control of the use of drugs by medical staff.
- Ensuring that documentation of clinical care in patients' medical records meets satisfactory standards.
- Promoting SA Health's and the hospital's safety and quality objectives, including (but not limited to):
 - Safe prescribing and medication use
 - Continuity of care, including clinical handover
 - Recognition and management of deteriorating patients
 - Prevention and control of infection, including hand hygiene
 - Open disclosure of adverse events
 - Introduction of new medical technologies
 - Reporting sentinel events, potential medical negligence claims and adverse patient incidents

Contribute to a patient focused approach in the provision of clinical services by:

- Treating consumers with respect and equality whilst being responsive to their needs
- Adhering to and supporting practices that ensure patients' rights are respected.
- Investigating and addressing patient complaints in a positive, constructive manner.
- Participating in the implementation of system changes identified as a result of patient suggestions or complaints.
- Maximising the participation of consumers in planning and evaluating services.

Ensuring that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic and corporate directions and targets by:

- Contributing to clinical review programs to monitor standards of practice and ensure the delivery of quality outcomes.
- Continuously reviewing existing practices and promoting change where required.
- Actively contributing to the implementation of changes in delivery of services where necessary.
- Participating in the development of clinical guidelines and protocols.
- Participating in clinical and department Team Meetings and Planning Activities.
- Participating in the complaint management process.
- Undertaking clinical audits as required.
- Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes.
- Aiming to improve the quality of work processes and individual work practices.
- Participating in regular informal feedback process with the EDMS.
- Participating in and contributing to the achievement of organisational accreditation and processes including the recording of quality activities in the FUNLHN Quality Register.
- Demonstrating understanding of, and compliance with, standards of practice, external legislation and FUNLHN policies and procedures that relate to this position and the organisation.

Promote and participate in education and training:

- Participating in an orientation to clinical and administrative responsibilities specific to the hospital at the commencement of employment.
- Participating actively and regularly in unit-based and hospital-wide training and educational sessions, both scheduled and opportunistic.
- Contributing to continuing education programs within the Department.
- Participating in hospital forums as required.
- Participating in research activities in collaboration with researchers in this or other institutions.
- Participating in any remedial training activity as directed from formal and informal assessment processes.
- Participating in all mandatory trainings, as required by FUNLHN and SA Health.
- Maintain own professional knowledge and skills through the participation in personal and professional development activities.
- Participate in regular performance reviews and evaluation of own practice.

Contribute to an environment of positive culture, teamwork and communication by:

- Being aware of, and practicing according to FUNLHN's mission, objectives, core values and strategies.
- Leading, developing and fostering a positive work culture.
- Positively promoting the organisation, both internally and externally.
- Working harmoniously within a team, and/or across teams, to achieve team goals.
- Providing prompt, professional and courteous service to all consumers, colleagues, departments and communities.
- Resolving any workplace conflict or grievance in a professional manner and through the appropriated organisational processes.

- Maintaining and initiating regular and professional communication with all relevant colleagues, Head of Unit and EDMS.

Contribute to the efficient management of financial and material resources by:

- Actively promoting efficient care processes, including admission, discharge, use of investigations and use of facilities, equipment and supplies.
- Take all reasonable steps to assist the hospital to meet the target for Emergency Access.
- Assisting with and supporting efficient staffing practices, including those of trainee medical officers.
- Ensuring that clinical documentation supports the timely, accurate coding of data for casemix and activity-based funding purposes.

Ensure a safe working environment at all times by:

- Maintaining effective work practices.
- Making proper use of all safeguards, safety devices and personal protective equipment (as required in undertaking the duties of the position).
- Taking reasonable care to protect the health and safety of self and others.
- Attending mandatory safety training programs.
- Contribute 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.
- Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.

Knowledge, Skills and Experience

Essential Minimum Requirements

Educational/Vocational Qualifications

- Bachelor of Medicine; Bachelor of Surgery (MBBS) or equivalent.
- Fellowship of the Australian College Rural and Remote Medicine (ACRRM) or the Royal Australian College of General Practice (RACGP) and registrable with the Medical Board of Australia as a Medical Practitioner with Specialist registration; or another qualification as defined in the SA Medical Officers Award.

Personal Abilities/Aptitudes/Skills

- Demonstrated high standard of clinical practice and competence
- Competency in a range of routine and common emergency procedural skills.
- Ability to work under pressure, without compromising patient care.
- Skills and ability to work independently with little or no medical support, and as part of a team.
- Ability to exercise a high level of professional judgment, negotiation and communication.
- Demonstrated professional integrity, leadership and motivational skills.
- Commitment to patient and relative participation in patient care.
- Culturally Sensitive.
- Ability to react positively to change.
- Commitment to quality management philosophy and devolved responsibility.
- Ability to organise work priorities in planning, development and implementation of tasks to meet deadlines.
- Demonstrated participation in approved continuing medical education since attaining specialist qualification.

Experience

- Extensive experience in rural clinical practice.
- Experience in the delivery of emergency care in a clinical setting.
- Demonstrated skills in resuscitation, airway maintenance and circulatory support.
- Demonstrated experience in the operational management of retrievals of critically ill patients.
- Experience working as part of a multi-disciplinary team.
- Experience working with a diverse client group, including mental health clients and paediatrics.
- Experience with the supervision and teaching of undergraduate and post graduate medical staff.
- Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards.

Knowledge

- Knowledge and understanding of contemporary medical practice and procedures appropriate to the level of the position.
- Knowledge and understanding of investigations and treatments appropriate to the level of the position.
- Up to date knowledge on the management of mental health patients.
- Up to date knowledge on the management of paediatric patients.
- Awareness of person and family-centred care principles.

- Understanding the rights and responsibilities of patients and their families.
- Awareness of consumer engagement principles and procedures.
- Demonstrated understanding of the principles of contemporary medical education and research.
- Demonstrated understanding of contemporary issues relating to rural health in South Australia.
- Demonstrated understanding of the issues affecting Aboriginal people and the impact on health outcomes.
- Knowledge of Quality Improvement and Human Resource Management principles and procedures.
- Knowledge of the SA Health Code of Fair Information Practice and the SA Health Patient Safety Framework.
- Understanding of Delegated Safety Roles and Responsibilities.
- Understanding of Work Health Safety principles and procedures.

Desirable Characteristics

Educational/Vocational Qualifications

- Enrolment or special interest in a Rural Generalist Medicine program.
- Advanced Skills in Anaesthesia.
- Advanced Skills in Emergency Medicine.
- Formal qualifications in Mental Health.
- Formal qualifications in Paediatrics.
- Other postgraduate, overseas comparable specialist, research or educational qualifications.\
- Demonstrated commitment to continuing professional development, through relevant college CPD program.

Personal Abilities/Aptitudes/Skills

- Ability to provide leadership from within a multidisciplinary team.
- Demonstrate a flexible approach to working within a multidisciplinary team.
- Enthusiasm for supporting a 24/7 service.
- Ability to work constructively with colleagues including nursing staff, medical staff and multidisciplinary team members.
- Patient focused.
- Culturally sensitive.

Experience

- Past experience working in an Emergency Department in Australia or a comparable health care system.
- Clinical experience in general practice, rural and remote medicine, or emergency medicine in a rural region.
- Extensive experience working with a diverse client group in a broad range of medical fields relevant to the practice of internal medicine, including mental health clients and paediatrics
- Experience in a variety of settings working with a range of populations including Aboriginal people and/or culturally and linguistically diverse communities.
- Proven experience in basic computer skills, including email and word processing.

Knowledge

- A sound clinical knowledge of emergency medicine practices in Australia or a comparable health care system.

Key Relationships/ Interactions:

Internal

- Responsible to the Head Unit and Executive Director Medical Services (EDMS) for provision of Emergency and general Inpatient (low complexity medical, surgical and mental) services.
- Other Medical Officers and Consultants.
- Nursing and Midwifery staff, including the Directors of Nursing.
- Other health professionals, including Allied Health Staff.
- Other team members within the hospital and LHN, including Administrative Staff.
- Active member of FUNLHN committees and working parties as directed by the EDMS
- Supervision of medical students and junior medical staff on placement and clinical rotation, ensuring adequate supervision and teaching are available.

External

- Outpatient and community health services.
- Local General Practice doctors.
- External emergency services such as SA Police and SA Ambulance Services.

Direct reports:

- Supervision of medical students and junior medical staff on placement and clinical rotation.

Challenges associated with role:

Major challenges currently associated with the role include:

- Providing a high-quality service with limited available resources.
- Prioritising patient clinical needs in a challenging environment with a high complexity patient group.
- Encouraging teamwork within the ED and Inpatient Unit.
- Motivating and teaching medical students and junior medical staff on placement and clinical rotation.
- The Port Augusta Hospital has been using Sunrise Electronic Medical Records since December 2013. The Whyalla Hospital uses conventional paper based medical records. There is no anticipated timeline for when Electronic Medical Records will be implemented in Whyalla.
- Distance from Adelaide and lack of community based Rural Generalists to participate in the roster, and cover both planned and unplanned leave.
- The Whyalla and Port Augusta hospitals are 78 km apart.

Special conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- *Approved Aged Care Provider Positions* as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)* must obtain a satisfactory National Police Certificate (NPC) through the South

Australian Police (SAPOL) or from an accredited CrimTrac Provider, confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.

- Prescribed positions under the *Disability Services Act 1993* must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- Risk-Assessed roles under the National Disability Insurance Scheme (NDIS) (*Practice Standards – Worker Screening Rules 2018*) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- 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.
- Must be an Australian Resident or hold a current working visa.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements
- *Return to Work 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injuries / illness.
- Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- Meet immunisation requirements as outlined by the *Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination Policy*.
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse and 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.
- SA Health / FUNLHN / other relevant departmental policies, procedures and standards.

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.

Resilience:

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

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 statement:

FUNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. FUNLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Performance development

It is your responsibility to actively participate in the Performance Review and Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and FUNLHN 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.

Partnering with Consumers

The Flinders and Upper North Local Health Network is committed to involving consumers, communities and carers in the planning, design and evaluation of our health services. We do this through (but not limited to) Flinders and Upper North Local Health Network Board Consumer and Community Engagement Committee, Health Advisory Councils, Community Network Register and with consumer representation on operational committees. Furthermore, advocacy and advice is sought as appropriate from specialist support group Experts by Experience and representatives for mental health, aged care, child and youth care, disability and other groups.

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern 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.

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.

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.

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

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

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.



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Role Description Approval

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

Name: _____ **Role Title:** _____
Date: _____ **Signature:** _____

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: _____