

Statement of Duties

Position Title: Manager Medical Services	Position Number: 520214	Effective Date: September 2019
Group and Unit: Ambulance Tasmania		
Section: Medical Services	Location: South	
Award: Ambulance Tasmania Agreement	Position Status: Permanent	
	Position Type: Full-Time	
Level: 2B	Classification: Ambulance Manager	
Reports To: Director, Medical Services		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

- Support the Director, Medical Services in the development and maintenance of clinical governance processes for Ambulance Tasmania (AT), to ensure that the clinical care provided is safe, effective and in accordance with contemporary standards and practice.
- Accountable for the management of a group of coordinators responsible for a series of statewide patient and clinical initiatives.
- With general direction provided by the Director, Medical Services manage the development and implementation of Clinical Practice Guidelines (CPGs), research, patient safety strategies and clinical projects, as assigned.
- Establish and maintain a program of clinical credentialing for all health professionals within the organisation and specifically the Authority to Practice program, as required by the Commissioner of Ambulance Services, to ensure the competence and professionalism of Ambulance Tasmania practitioners, including volunteers
- Review, develop and implement Safety and Quality Improvement Initiatives strategies, including a focus on medication management and resuscitation strategies, in accordance with the Council of Ambulance Authorities (CAA) Global Resuscitation Alliance 10 Steps.

Duties:

1. Manage the functions of clinical practice, patient safety, research, volunteer ambulance officer Authority to Practice, emergency management capability and other projects.
2. Support the Director, Medical Services in managing the Service's clinical governance structure, and promote continual improvement in clinical services and patient care, ensuring compliance with AT strategies, policies and procedures.
3. Coordinate the development of the paramedic scope of practice, based on community needs, clinical practice protocols and procedures and new equipment and technology.

4. Promote a culture of research within the service, and support AT staff and outside agencies in the development of research projects.
5. In consultation with the Director, Medical Services, determine research priorities and seek and gain funding grants for projects endorsed by AT.
6. Facilitate and coordinate a broad range of committees as required including Ambulance Tasmania Clinical Governance Committee (ATCGC) and Tasmanian Ambulance Clinical Council (TACC).
7. Develop strategies to improve clinical practice and performance in the area of medication management, and other areas of clinical focus, including the implementation of recommendations from clinical reviews and ongoing quality improvement activities.
8. Develop and implement quality improvement strategies for out-of-hospital cardiac arrest survival, in accordance with the Global Resuscitation Alliance 10 Steps Framework.
9. Develop and manage a Clinical Audit Plan and provide advice to the Regional Clinical Quality Committees and the Equipment Review Group to assist them to meet clinical practice objectives.
10. Oversee the patient safety program including staff health policy and infection control.
11. In consultation with the Director of Medical Services, coordinate AT compliance with the National Safety and Quality Standards for ambulance services.
12. Actively participate in and contribute to the organisation's Quality and Safety and Work Health and Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
13. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

- The incumbent will operate with a high degree of autonomy under the broad direction of the Director, Medical Services.
- The position reports and is accountable to the Director, Medical Services.
- Assist the Director - Medical Services in the development, implementation and management of clinical audit systems.
- Coordinate the development of new clinical protocols, guidelines and procedures within an evidence-based framework.
- Work collaboratively with Education and Professional Development, Regional Management and Regional Training Units.
- Manage and support the Patient Safety Officer and Project staff, as required.
- Liaise with outside agencies to promote and enable participation in research opportunities relevant to Ambulance Tasmania.
- The occupant is accountable for the implementation and support of a positive workplace culture and is responsible for identifying and addressing inappropriate workplace behaviours. The occupant will be a role model for appropriate behaviours in the workplace.

- The occupant will perform the duties allocated consistent with AT's organisational values and will promote, role model and support those values in the workplace.
- Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category A position.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- Registered with the Paramedicine Board of Australia
- Current Driver Licence.
- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
 1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
 - e) serious traffic offences
 2. Identification check
 3. Disciplinary action in previous employment check.

Desirable Requirements:

- Tertiary qualification in Clinical Research, Public Health, Management or other.
- Qualification and/or experience in Project Management.
- Qualification as an Intensive Care Paramedic, Extended Care Paramedic or equivalent.
- Relevant experience working in areas of clinical governance, safety and quality.

Selection Criteria:

1. Extensive knowledge of ambulance operations, technology and patient care protocols.
2. Demonstrated understanding of the clinical governance frameworks in ambulance services, with the ability to identify, develop and drive strategies to promote improvements in clinical practice.
3. A proven ability to lead multi-disciplinary teams, including an ability to be adaptable and flexible, working in an environment subject to competing pressures and priorities.

4. High level communication and interpersonal skills including written, liaison and facilitation skills with the ability to develop and maintain working relationships with key stakeholders across a broad range of activities.
5. Ability to initiate, facilitate and participate in research, and demonstrated ability to translate findings into practice.
6. Demonstrated project management skills and experience in conducting complex projects.

Working Environment:

- Ambulance Tasmania is committed to promoting a positive workplace culture.

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) with the Department of Health and Tasmanian Health Service are expected to comply with their

Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.