

Position	Consultant - SA Virtual Care Services
Classification	MD2
Division	Corporate
Department / Section / Unit / Ward	SA Virtual Care Service (SAVCS)
Role reports to	Operationally: > Clinical Lead - SAVCS Professionally: > Clinical Lead - SAVCS
CHRIS 21 Position Number P41008 / P42823 / P22825	Role Created / SALHN 2023-24-0205 25/10/2023
Criminal History Clearance Requirements <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input checked="" type="checkbox"/> General Probity (NPC)	Immunisation Risk Category Category C (minimal patient contact)

JOB SPECIFICATION

Primary Objective(s) of role:

The SA Virtual Care Service (SAVCS) Consultant:

- Is responsible for the provision of high-quality health care services to consumers utilising telehealth to direct and deliver patient care;
- Needs to perform duties as an Acute Generalist;
- Will contribute to education, research and development projects and quality assurance programs associated with the SAVCS for optimal clinical service outcomes;
- Will work with home and other regional LHNs in ensuring local needs are considered in service design and implementation;
- Will act as a conduit for communication between regional LHNs and SAVCS, and
- Will encourage and support teamwork within the Service.

Direct Reports: (List positions reporting directly to this position)

> Nil

Key Relationships / Interactions:

Internal:

- > Reports to the Clinical Lead – SAVCS
- > Works collaboratively with other Executives, Clinical and other administrative staff to enhance the functioning of the SAVCS
- > Works as a member of the team to achieve outcomes in a cooperative and constructive manner.

External:

- > Works collaboratively with staff from other areas of SA Health; including but not limited to regional LHNs, SAAS; Metropolitan LHN's and non-government care providers

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Keeping up to date with, implementing and monitoring evidence-based practice and quality management initiatives consistent with organisational policies.
- > Working collaboratively within the multidisciplinary team and across organisation divisions/sites, especially in regional areas promoting communication processes to enable best patient care outcomes.
- > Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices.
- > Dealing appropriately with consumers and their families where there can be multiple complexities, diverse cultural backgrounds and consumer expectations.
- > Providing high level clinical care via telehealth and digital means and being open to evolving models of care.

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

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

Performance Development & Job Plan

It is your responsibility to actively participate in the:

- Performance Review & 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 SALHN values and strategic directions, and
- Job Planning annual discussion to define the agreed duties, responsibilities and objectives of the position for the coming year.

General Requirements

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

- > National Safety and Quality Health Care Service Standards.
- > *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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.

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- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

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 currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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 types of duties you will be engaged to perform. You may be lawfully directed to perform duties that a person with your skills and abilities would be reasonable be expected to perform
- > Inter/intra state travel may be required.
- > As this is a new and emerging service, there may be a requirement to alter or change the service delivery model to meet the changing needs of the broader health system.
- > Must be prepared to attend relevant meetings and staff development/education activities.

Key Result Areas	Major Responsibilities
<p>Direct/indirect patient/client care</p>	<ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan. > Provide advice and support regarding SAVCS to their <i>home</i> Local Health Network as required. > Liaise with regional Local Health Networks for the functional role out of the SA Virtual Health Care Service. > Commitment to the provision of a multidisciplinary approach to clinical care by: <ul style="list-style-type: none"> o working harmoniously with all members of the clinical team; o being responsive to the expectations and needs of both clinical and non-clinical colleagues. > Engender a consumer focus in service delivery by: <ul style="list-style-type: none"> o ensuring patients are able to exercise their rights and responsibilities o ensuring that patients and families are given adequate information upon which to base treatment decisions and follow up o being responsive to complaints from patients and their relatives.
<p>Provision of a comprehensive, effective and efficient medical service is provided within accepted standards of practice.</p>	<ul style="list-style-type: none"> > Provide a range of clinical care expertise to patients and consumers of the SAVCS. > Provide specialist regional advice and feedback in relation to the service. > Provide a high standard of clinical practice through adherence to policies, protocols and procedures. > Clear communication with patients, their parents/carers and others involved in care provision. > Act as a liaison with rural General Practitioners, other clinicians and health services as the scope of the SAVCS increases, with focus towards those areas engaged in service expansion / roll out. > Active participation in clinical review programmes to monitor standards of practice and ensure the maintenance of quality outcomes. > Provide effective and efficient medical services to all patients accessing SAVCS Services. > Ensure clinical records are maintained in accordance with organisational policy and document significant patient management decisions including the use of EMR. > Develop and meet clinical performance indicators. > Develop partnerships both internal and external to support quality patient needs and outcomes. > Prepare reports of medical assessments undertaken.
<p>Encourage and foster a positive culture and safe work environment.</p>	<ul style="list-style-type: none"> > A team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity, innovation and honesty. > Work with local clinicians to develop strong working relationships. > Team members develop a positive approach and commitment to patient service. > A positive team is maintained by actively dealing with conflict and inappropriate behaviours expediently and effectively.

<p>Contribution and promotion of clinical and scientific research linked to the delivery of Virtual Health Care</p>	<ul style="list-style-type: none"> > Research initiatives are co-ordinated and planned within the SAVCS > Initiate, support and contribute to clinical and laboratory research initiatives within the fields of acute / rural & remote care and / or virtual / digitally enabled care with a particular focus on the application of this in regional settings. > Participate in multi-centre research trials.
<p>Leading the Service and participating in quality management, quality assurance and risk management activities and ongoing improvement of services.</p>	<ul style="list-style-type: none"> > Continuous review of existing practices and promoting change where required. > Contribute to the development of practice guidelines, protocols and clinical indicators. > Clinical risks are assessed, and appropriate corrective strategies are developed. > Participate in departmental peer review and audit activities, including departmental morbidity and mortality meetings, SLS review and other activities as required.
<p>Commitment to the ongoing personal education and supporting the professional development of the SAVCS Team</p>	<ul style="list-style-type: none"> > Support the professional development of the broader SAVCS team by participating in and contributing to professional development activities. > Commitment to personal and professional development by: <ul style="list-style-type: none"> o Attending conferences to maintain and enhance knowledge o Participating in programs designed to provide personal growth and development o Participating in and complying with College based programs directed towards maintaining the highest standards of professional care o Participate in twice yearly performance and development review
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Bachelor of Medicine; Bachelor of Surgery (MBBS) or equivalent.
- > Appropriate Specialist Qualifications and registrable with the Medical Board of Australia and Australian College of Rural and Remote Medicine (FACRRM) or Royal Australian College of General Practitioners (FRACGP), or another qualification as defined in the SA Medical Offers Award.

Personal Abilities/Aptitudes/Skills

- > Demonstrated high standard of clinical practice and commitment to provide quality service to consumers and patients.
- > Demonstrated professional integrity, leadership and motivational skills.
- > Well-developed interpersonal and communication skills (written and verbal), including the ability to work with the multidisciplinary team, individuals and families for positive health outcomes and to foster productive working relationships both internally and externally.
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Relevant clinical experience working in acute, rural & remote and undifferentiated medical care.
- > Commitment to working within a multidisciplinary team.
- > Experience in quality improvement activities.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Proven experience in basic computing skills, including email and work processing.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Skills in problem solving and decision making at a senior level
- > Demonstrated ability to be adaptable to change

Experience

- > Proven experience in basic computing skills, including electronic medical records, email and word processing.
- > Experience in delivery of healthcare via telehealth platforms
- > Experience in a broad range of medical fields relevant to the practice of acute and/or rural & remote medicine
- > Experience in a variety of settings with a range of populations including indigenous and culturally diverse communities and/or rural and remote locations.
- > Experience in retrieval medicine

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of the Public Health System
- > Knowledge of Evidence Based Medicine & Best Practice Principles
- > Understanding of budgetary requirements affecting the Health System.
- > Awareness of the Charter of Health and Community Services rights.

Educational/Vocational Qualifications

- > Additional and relevant post graduate tertiary qualifications
- > Proof of current participation in Speciality College CPD programs aimed at maintaining clinical skills

Other Details

- > Nil listed

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.

SA Health Challenges

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

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.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

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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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the Medical **Consultant role in the SA Virtual Care Service** and organisational context and the values of SA Health as described within this document.

Name

Signature

Date