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## SA Health Job Pack

Job Title	Medical Retrieval Consultant
Job Number	689235
Applications Closing Date	29 March 2019
Region / Division	MedSTAR, Rescue Retrieval and Aviation Services
Health Service	SA Ambulance Service
Location	Adelaide Airport
Classification	MD02G
Job Status	Part Time / Term Contract (Temporary up to 1 February 2020)
Salary	\$204,100.00 - \$268,932.00 pa (pro rata)

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☒ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

Full name	Associate Professor Andrew Pearce, Director Clinical Services
Phone number	8150 3402
Email address	Andrew.Pearce@sa.gov.au

# Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Medical Retrieval Consultant (MRC)
<b>Classification Code:</b>	MD02G
<b>Position Number:</b>	Multiple
	SA Ambulance Service (SAAS)
<b>Division:</b>	Rescue, Retrieval and Aviation Services (RRAS)
<b>Department/Unit/:</b>	MedSTAR
<b>Role reports to:</b>	Head of Unit Retrieval Coordination
<b>Role Created/ Reviewed Date:</b>	October 2017
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > The Medical Retrieval Consultant (MRC) provides overall advice, supervision and authorisation for state wide clinical activities by pre-hospital and retrieval teams.
- > The MRC has a pivotal role in the EOC in helping to coordinate the deployment of SAAS MedSTAR teams and will have clinical oversight of all aeromedical assets in the State.
- > The MRC also performs operational clinical duties as a senior specialist in pre-hospital and retrieval medicine either solo or as a supervisor of other clinicians.
- > The Medical Retrieval Consultant also participates in service teaching, training, research, audit and clinical governance activities.

### Direct Reports:

- > Nil

### Key Relationships/ Interactions:

#### Internal

- > Establishes and maintains close working relationships with the following SAAS staff:
  - > Director, Rescue, Retrieval and Aviation Services
  - > Director, Clinical Services SAAS MedSTAR
  - > Head of Unit, Education and Training
  - > Head of Unit, Retrieval Coordination
  - > Head of Unit, SAAS MedSTAR Kids
  - > Nursing Director, SAAS MedSTAR
  - > Operational Support Unit – SAAS MedSTAR
  - > Operational Retrieval Staff – SAAS MedSTAR
  - > State Duty Manager
  - > Clinical Performance and Patient Safety
  - > Executive and Operational Staff

#### External

Engages with and maintains relationships with external suppliers and other health providers:

- > Royal Flying Doctor Service (RFDS)
- > Australian Helicopters (AH)
- > Country Health SA (CHSA)
- > SA Health Local Health Networks (LHN's)
- > Private Hospitals

### Challenges associated with Role:

Major challenges currently associated with the role include:

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

### Delegations:

- > Levels/ limits of authority in relation to finance, human resources and administrative requirements as defined by Departmental delegations and policies.

### 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's Protection Act 1993 (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.*

### 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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > 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.
- > Uphold the values, principles, policies and procedures of SA Ambulance Service.
- > May be subject to a medical examination.
- > A satisfactory National Police Check, Category – Employment/Probity/Licensing and working with Children/Vulnerable Groups prior to commencement of employment.
- > Undertake training as directed to attain or maintain required competency skills and knowledge applicable to the role.
- > Enter into an annual performance agreement for the achievement of (specific service or program) outcomes.
- > To complete further training as specified by the RRAS Director Clinical Services, Head Of Unit, Retrieval Coordination and/or Head of Unit, Training and Standards.
- > 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).

### 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.

**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.

**Resilience:**

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

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contributes to the provision of safe, best practice clinical services to patients in the pre-hospital, retrieval & transport environment	<ul style="list-style-type: none"> <li>&gt; Providing mentoring, support and clinical supervision for retrieval registrars and fellows, other retrieval consultants, paramedics and nurses in the retrieval service.</li> <li>&gt; Performance of remote clinical assessments (by telephone, videoconferencing or other similar technology)</li> <li>&gt; Formulation of clinical transport needs including urgency and platform allocation</li> <li>&gt; Determination of retrieval crew requirements and skill sets</li> <li>&gt; Assessment of the destination capability and capacity needs for retrieval cases and liaison with and coordination of such destinations</li> <li>&gt; Provision of advice and authorization of designated interventions</li> <li>&gt; Participating in regular service clinical governance, risk management and audit processes</li> <li>&gt; Assisting the Director, Clinical Directors and other members of the SAAS MedSTAR leadership team in strategic planning and organising the delivery of emergency medical retrieval services (e.g. accepting a specific portfolio and leading and managing that area)</li> <li>&gt; Initiating and supporting SAAS MedSTAR clinical improvement activities. This will involve evaluation of clinical processes and service outcomes, including patient safety, identifying possible areas for improvement and implementing the required changes.</li> <li>&gt; Maintaining an awareness of risk in the clinical environment including maintenance of required operational currencies (e.g. Helicopter Underwater Escape Training, equipment and aviation familiarisation training).</li> <li>&gt; Reporting sentinel events and adverse incidents.</li> </ul>
Contribute to SAAS MedSTAR service teaching/training	<ul style="list-style-type: none"> <li>&gt; Attending and running regular retrieval service educational, audit and clinical governance sessions, as rostered</li> <li>&gt; Contributing to medical teaching/training programs at undergraduate and postgraduate levels</li> <li>&gt; Providing appraisals as required of trainee medical officers employed by SAAS MedSTAR</li> <li>&gt; Contributing to the training of paramedics and nurses within the service</li> </ul>
Contribute to advances in knowledge in pre-hospital and retrieval medicine	<ul style="list-style-type: none"> <li>&gt; Initiating and participating in relevant research projects</li> <li>&gt; Publishing in peer reviewed journals where possible</li> <li>&gt; Presenting at local, national and international conference forums on a regular basis</li> </ul>
Promotes a positive image of SA Ambulance Service's emergency retrieval portfolio i.e. MedSTAR, in a proactive way.	<ul style="list-style-type: none"> <li>&gt; By fostering: <ul style="list-style-type: none"> <li>&gt; Professionalism</li> <li>&gt; Integrity</li> <li>&gt; Integration</li> <li>&gt; Innovation</li> <li>&gt; Collaboration</li> <li>&gt; Teamwork</li> </ul> </li> <li>&gt; 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.</li> <li>&gt; Contributes 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 Workplace Health and Safety, by adhering to the provisions of relevant legislative requirements.</li> </ul>

## Knowledge, Skills and Experience

## **ESSENTIAL MINIMUM REQUIREMENTS**

### **Educational/Vocational Qualifications:**

- > Post graduate qualification allowing for specialist registration in Anaesthetics, Intensive Care or Emergency Medicine with the Medical Board of Australia, or
- > Post graduate qualification allowing for specialist registration in a recognized medical specialty with appropriate exposure to pre-hospital and retrieval medicine

### **Personal Abilities/Aptitudes/Skills:**

- > Exceptional interpersonal communications skills.
- > High level decision making and problem solving skills.
- > High standard of clinical practice in emergency and critical care medicine in the pre-hospital, retrieval and transport environment.
- > Professional integrity.
- > Ability to work in a multi-disciplinary team environment.
- > Commitment to quality improvement.
- > Be adaptable to change.

### **Experience:**

- > Experience in a pre-hospital or retrieval service
- > Experience in a leadership role, supporting and mentoring other health care professionals.
- > Minimum 5 years clinical experience in a specialty with exposure to critically ill and injured patients
- > Experience leading, and understanding of, clinical governance processes.
- > Experience in developing, leading and implementing cultural change.

### **Knowledge:**

- > Modern ambulance service operations
- > Rural Health environment in South Australia
- > Relevant clinical quality improvement principles

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Post graduate qualification relevant to pre-hospital or retrieval medicine
- > Advanced Life Support Course instructor/director i.e. EMST, APLS, MIMMS.

### **Experience**

- > Prior experience in clinical coordination either in South Australia, nationally or internationally.
- > Senior level of professional practice.
- > Teaching at an undergraduate and postgraduate level.
- > Research initiatives.
- > Medical management.



## 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 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., Country Health SA 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 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.

### SA Ambulance Service:

#### SA AMBULANCE SERVICE VISION

At the forefront of care for South Australians

#### PURPOSE

To save lives, reduce suffering and enhance quality of life through the provision of accessible and responsive quality patient care.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values "live". It is important that we incorporate the values into our behaviour systems and processes.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

## Values

### SA Ambulance Service Values

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

### 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.

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:**