



Health

Barossa Hills Fleurieu
Local Health Network

ROLE DESCRIPTION

Role Title	Emergency Department TMO
Classification Code	Medical Practitioner Casual MOC1
Position Number	TBA
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital / Service / Cluster	Southern Fleurieu Health Service
Department/Section / Unit/ Ward	Emergency Department
Role reports to	Emergency Department Clinical Director
Role Created/ Reviewed Date	October 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category A (Direct Contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

They will be:

- > Responsible with full senior support for managing the care of all patients allocated to them in the Emergency Department in collaboration with the responsible medical staff, nurses and allied health professionals. This includes providing code blue support afterhours for the inpatient medical unit.
- > Participate in a 24-hour 7-day roster.
- > Involved in continuing education activities.
- > Participate in education and training for medical and nursing staff.
- > Encourage and support teamwork amongst medical, nursing, and allied health staff for optimal clinical service outcomes.
- > Involved in Continuous Quality Improvement activities.

Barossa Hills Fleurieu Local Health Network is committed to excellence in care delivery, through best practice care and the pursuit of quality improvement and innovation.

To promote this the service has focused on developing structures and processes that:

- > Place care delivery at the centre of the hospital's systems and structures.
- > Devolve authority and responsibility as near as practicable to the point of service delivery.
- > Facilitate and promote a team approach to processes of care delivery and ongoing improvement.
- > Establish clear lines of accountability and open the organisation to external scrutiny.
- > Encourage staff and consumers to participate in the on-going evaluation of organisational performance and the determination of future directions.

In the provision of clinical services, it requires:

- > A focus on patient benefit
- > Accountable practice, which is where possible, evidence based.
- > Benchmarking of performance against national best practice.
- > A culture of safety and ongoing improvement at all levels.

Direct Reports:

- > Nil

Key Relationships/ Interactions:Internal

- > Responsible to the SFHS Emergency Department Clinical Director.
- > SFHS Emergency Department Consultants.
- > Administration, Allied Health and Nursing staff.

External

- > Liaises with other Divisions and Services of SFHS, with other health providers in the community and hospital sector and with the broader community in the pursuit of comprehensive patient care.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Maximising patient outcomes through innovative patient care.
- > Increasing numbers and complexity of patients to care for.
- > Newly established model.

Delegations:

- > Nil.

Resilience:

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

Performance Development

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 Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
Mental Health Act 2009 (SA) and Regulations.
Controlled Substances Act 1984 (SA) and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

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.

Cultural Statement:

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > 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 confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check 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 undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, Barossa Hills Fleurieu Local Health Network will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does not apply to existing LHN employees with continuous employment within the LHN which commenced prior to 1 October 2016.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Ensuring that a comprehensive, effective and efficient emergency and medical service is provided within accepted standards of practice	<ul style="list-style-type: none"> > Providing medical service to SFHS ED patients > Adhering to policies, protocols and procedures as determined by the Barossa Hills Fleurieu Local Health Network and the SFHS ED that will ensure the provision of a high standard medical practice. > Meeting agreed Key Performance Indicators for the delivery of care in the SFHS ED, 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.
Ensuring that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic and corporate directions and targets	<ul style="list-style-type: none"> > Contributing to clinical review programs to monitor standards of practice and ensure the delivery of quality outcomes. > Participating in the complaint management process within the ED. > Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes. > Continuously reviewing existing practices and promoting change where required. > Participating actively and regularly in unit based and hospital wide training and educational sessions, both scheduled and opportunistic. > Participating in regular informal feedback process with the ED Clinical Director > Participating in annual formal assessment process in a timely manner. > Participating in any remedial training activity as directed from formal and informal assessment processes. > Participating in an orientation to clinical and administrative responsibilities specific to the hospital at the commencement of employment.
Promote education and training	<ul style="list-style-type: none"> > Participating in relevant teaching programs for medical officers and other staff attached to the ED. > Contributing to continuing education programs within the ED. > Participating in wider hospital teaching programs for medical and nursing staff.
Provide clinical services to the Department	<ul style="list-style-type: none"> > Maintaining personal knowledge of developments in Emergency Medicine and contributing to their adoption, where appropriate, at the hospital. > Actively promoting a positive role model for other junior medical staff. > Accepting tasks delegated by the ED Clinical Director. > Participating in hospital forums as required.
Ensure high quality and safety standards of patient care	<ul style="list-style-type: none"> > Providing specialist medical services to patients within the granted scope of practice. > Providing leadership to the clinical team. > 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.

	<ul style="list-style-type: none"> > 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): <ul style="list-style-type: none"> ○ 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	<ul style="list-style-type: none"> > 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.
Contribute to the efficient management of financial and material resources	<ul style="list-style-type: none"> > 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.
Professional Development	<ul style="list-style-type: none"> > 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.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Bachelor of Medicine; Bachelor of Surgery (MBBS) or equivalent.
- > Fully registered with APHRA.

Personal Abilities/Aptitudes/Skills

- > Clinical experience in Emergency Medicine.
- > Competency in range of routine and common emergency procedural skills.
- > Skills in professional judgement, clinical competence, negotiation and communication in a multidisciplinary setting.
- > Skill in problem solving and decision making at both the clinical and the individual level.
- > Commitment to quality management philosophy and devolved responsibility.
- > Commitment to patient and relative participation in patient care.
- > Ability to react positively to change.
- > Ability to work with limited or no direction or supervision.
- > Understanding both the rights and responsibilities of patients and their families.
- > Ability to work as a team member and individually.
- > Ability to work under pressure without compromising patient care.
- > Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

Experience

- > At least 6 months ED experience in a clinical capacity.
- > Some paediatric patient management experience.
- > Experience working with Aboriginal consumers.

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.
- > Demonstrated understanding of the principles of contemporary medical education and research.
- > Demonstrated understanding of the issues affecting Aboriginal people and the impact on health outcomes.
- > Demonstrated understanding of contemporary issues relating to rural health in South Australia. Current knowledge of emergency medicine including skill requirements, procedures, equipment and the clinical implementation of equipment
- > 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
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Other Post-Graduate, overseas comparable specialist, research or educational qualifications.

Personal Abilities/Aptitudes/Skills

- > Ability to work constructively with colleagues including nursing staff and multidisciplinary team members.
- > Patient focussed.
- > Culturally sensitive.

Experience

- > Experience in Emergency Departments in Australia or a comparable health care system.
- > Clinical experience in general practice, rural and remote medicine or emergency medicine in a rural region.

Knowledge

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

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, Country Health SA Local Health Network and SA Ambulance Service. 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.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an expenditure budget of around \$280 million and an employed workforce of over 2000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration and kindness.
- > 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.

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.

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.

Approvals

Role Description Approval

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

Name:

Role Title:

Date:

Signature:

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:

Date:

Signature: