



Position Snapshot

Position Title:	Aviation Health Specialist
Division / Department:	Safety Systems & Operations Support / Medical Systems
Location:	BNE
Reports to:	Group Medical Officer
Direct Reports:	0
Level:	2B
Award:	Not Applicable
Classification:	Not Applicable
Date:	July 2022

Overall Impact Statement

Our vision is to build the airline people love, and we'll do that by having happy people, happy customers, happy owners, by doing what matters, and by ensuring everyone is safe, always. We also believe that how you show up is as important as what you do.

The objective of the Aviation Health Specialist role is to provide specialist clinical expertise and support to both passenger and employee health functions and projects.

Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The company operates scheduled domestic and short-haul international flights, charter and cargo services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a competitor in the Australian aviation landscape for more than 20 years, and has always been known for its wonderful people who do their jobs with signature Virgin Flair.

Under new ownership since November 2020, and led by an Executive Leadership Team who all have proven track records and deep experience in aviation or consumer-focussed businesses, Virgin Australia has transformed as a business. The company's 737 fleet has gone from 58 aircraft to 88 aircraft, it has introduced a simplified fare structure focused on providing value to customers, announced a commitment to a target of net zero emissions by 2050, invested in the re-start of short haul international travel for the airline, refreshed the lounge product, and delivered step change investments in technology.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No matter their role – our employees share an enormous amount of passion for our guests and ambition to be the most loved airline in Australia.

Virgin Australia has won many awards over the years including Best Cabin Crew, Best Domestic Airline and Best Economy Class. Velocity Frequent Flyer has also scooped a wealth of prestigious gongs including the Freddie Awards Best Program of the Year and Best Redemption Ability for Asia/Middle East and Oceania.

Medical Systems is a specialist aviation and occupational health unit that supports the operations of the Virgin Australia Group

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> • Ensure all team members complete mandatory training applicable to their roles (including Safety, Security, Resilience and, Health and Wellbeing) • Ensure adherence to Virgin Australia Risk Management Framework (RMF) and adopt a proactive approach to the timely identification of operational and corporate risk and work to mitigate, resolve and escalate as required • Actively participate in relevant forums to improve Safety, Security, Resilience and Health and Wellbeing throughout the Group • Lead and participate in Safety Shares in all meetings • Champion Better Me throughout the Group • Lead consultation of WHS matters as related to your working environment • Actively participate in the Group's Resilience Program – e.g. as part of the Department's 3 x 3 bench strength.
Passenger Health	<p>Work with Cabin Crew training to provide clinical expertise (SME) and support to aviation medicine and first aid training</p> <p>Have oversight of passenger inflight medical events to support training and feedback to business</p> <p>Manage internal and external aspects of onboard medical equipment- including third party refurbishment of kits- contract management together with GMO, management of onboard medical equipment, advice on any changes required to daily use kits etc</p> <p>Responsible for MEDA clearance process with GMO, including training for PAD team members</p> <p>Work with VA Group and third party providers on new inflight health initiatives to improve guest experience</p> <p>Provide clinical expertise to sales team to support PTSS area of business</p>
Employee Health	<p>Provide assistance in medical team for Crew health</p> <p>Provide leadership with GMO on key medical projects for employee health</p>
General	<p>Provide clinical aviation medicine support to medical team and VA Group as subject matter expert</p>

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	University qualifications in nursing or allied health field Maintenance of advanced clinical skills in first response training (ACLS or equivalent)	Masters degree qualifications in similar field or in aviation
Experience	Sound clinical background to enable confidence in passenger health issues/contact with external medical providers	Occupational (employee) health experience in industry setting
Skills	Ability to lead medical projects independently Ability to work independently in small office environment Excellent communication and customer service skills	Project management skills
Knowledge	Nursing or allied health	Familiarity with safety reporting software (Intelix)

Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • Initiates customer centric solutions • Supports initiatives to improve policies, processes and customer interactions • Seeks and identifies opportunities to surprise and delight both internal and external customers • Recognises ideas of all stakeholders and encourages innovative approaches • Expresses own point of view and challenges basic assumptions • By example, sets the direction for team members regarding safety performance and following procedures
Desire to be Better	<ul style="list-style-type: none"> • Takes into consideration the impact to customer experience when making decisions • Applies learning from previous experiences to improve future approaches and solutions • Seeks and provides feedback and opportunities to learn, valuing contribution of self and others • Identifies issues in existing systems and processes that may not be obvious to others • Challenges the status quo and offers progressive ideas and solutions • Actively seeks out risks to safety and resolves as a priority
Collaborates	<ul style="list-style-type: none"> • Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement • Actively seeks opportunities to partner with others to achieve extraordinary outcomes • Builds trusting, cooperative partnerships, supporting others in challenging situations • Builds rapport and proactively strengthens connections with others • Embraces collaboration by connecting with others across different functions within VA
Inspires Team	<ul style="list-style-type: none"> • Encourages others to bring whole self to work and contribute freely to achieving our vision • Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes • Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise • Promotes and encourages excellence, growth and autonomy in self and others • Shows personal accountability for achievement of job-specific outcomes
Creates Future	<ul style="list-style-type: none"> • Embraces change, seeing it as an opportunity to drive business improvement • Acts as a change advocate, sharing information and promoting change to others • Demonstrates persistence and perseverance in the face of obstacles • Considers whether short term goals support long term objectives and consequences • Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe
Drives Results	<ul style="list-style-type: none"> • Recognises the implication of organisational issues, identifying potential impact on achievement of own results • Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly • Communicates key objectives within own area to deliver results aligned to business strategy • Tailors messages for maximum impact • Uses data to drive continuous improvement to processes, outcomes and safety.