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| Position Title: | Clinical Service Director - Emergency |
| Award Classification: | At the appropriate classification rate commensurate with level of experience in accordance with the AMA Victoria - Victorian Public Health Sector Medical Specialists Enterprise Agreement 2022-2024 |
| Award / Agreement Name: | 2022-2026 Medical Specialist Enterprise Agreements and as per individual Contract |
| Current Effective Date: | August 17, 2025 |
| Next Review Date: | August 17, 2026 |
| Reports to: | Clinical Program Director, Critical Care and Access |
| Hours | 0.75 EFT Non-Clinical 0.25 EFT Clinical |

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state-wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

Healthier Together

Our Strategic Goals -

- Enabled and empowered people
- Excellent care and experiences
- Safe and welcoming
- Optimising resources

Organisational Environment

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age and socio-economic status. These services are provided both on an inpatient and outpatient basis. These services and programs are supported by staff who possess an unparalleled commitment to patient care as well as teaching and research.

Full details of Eastern Health's clinical services plan and strategic goals are available via the Website

<https://www.easternhealth.org.au/about-us/publications/eastern-health-2022/item/480>

Eastern Health Values (Values in Action):

- Respect for all
- Safe always
- Partnering in care
- Learning and improving every day

The Eastern Health Values are fully detailed in the Code of Conduct which is covered in the Eastern Health i-learning orientation.

2. POSITION SUMMARY

Eastern Health is committed to provision of the highest possible clinical care to the community residing in the Eastern Melbourne catchment. Maroondah Hospital is one of Eastern Health's three acute hospitals located in the inner suburbs of the catchment.

Clinical Support Role (Total CST 0.75 EFT/ 20hrs per week):

Reporting to the Clinical Program Director: Critical Care and Access, and operating in accordance with Eastern Health's values, the role of the Clinical Service Director Emergency Services is to partner effectively with Deputy Director – Operations Emergency Services for the Service to provide clear

accountability and direction to optimise clinical outcomes and performance through the application of quality systems and evidence based practice.

The Clinical Service Director may be required to work across all Eastern Health campuses both clinically and non-clinically as part of their leadership and management responsibilities. The Clinical Service Director also oversees the implementation of Medical Professional Governance and Medical Professional Practice across the Clinical Service, in alignment with our vision for connected, collaborative, engaged and aligned Medical Profession at Eastern Health.

It is envisioned that the Clinical Service Director will hold an active clinical role within the Eastern Health operations, to bring real-time day to day experiences of clinical care to the directorate and lead reform changes.

Key capabilities for success include the willingness to balance both clinical and non-clinical priorities, drive direction on optimal clinical service delivery while incorporating organisational strategic alignment and exceptional communication and influencing skills.

The Clinical Service Director will build and sustain a high performing team and promote a safe and welcoming workplace culture that drives positive change to enable and empower our people to deliver a high standard of healthcare to our community.

MAJOR DUTIES AND/OR RESPONSIBILITIES

Clinical Leadership and Management responsibilities include:

- Actively contributing to the development and execution of the Eastern Health's Strategic Plan and Clinical Operations strategic goals by promoting and resourcing clinical engagement across the clinical service
- Actively leading and continuing to develop the Clinical Service's clinical governance program
- Managing the capacity and capability of the Clinical Service to maximise staff productivity and well-being whilst striving to achieve budgetary and service delivery targets.

- Engaging clinical workforce across standards and processes that support multidisciplinary partnerships delivering the appropriate care in the most appropriate, supported setting
- In partnership with the Deputy Director Operations, ensure all Clinical Directors strive to deliver activity targets and achieve budget.
- Participating in ongoing education
- Appropriately delegating responsibilities for the further development of others.
- Developing and maintaining active clinical links with other programs/services/units necessary for delivery of patient care.
- Anticipating potential problems, identifying solutions, and assisting others to think through solutions representing or promoting the Eastern Health Program in internal and external forums, and/or to patients and community client groups, as required.

Medical Professional Governance responsibilities:

- Enabling Clinical Director involvement and participation in organisational leadership forums including Clinical Unit Heads meetings, Quality and Safety governance meetings across Eastern Health
- Medical Workforce Planning occurs across the Clinical Service to ensure sustainable workforce for the clinical service demand, considering the specialty mix, seniority, 24 hours staffing, and sustainable distribution across sites
- Medical Staff Recruitment complies with Eastern Health and Medical Workforce Unit processes
- Credentialing and Scope of Practice frameworks for each clinical specialty within the Clinical Service are clear, comply with the AHPRA and College credentialing frameworks for the specialty, and any Extended Scopes of Practice for specialties are clinically appropriate for the clinical service capability across our services
- Supervision frameworks are in place across all specialties to provide adequate levels of supervision for doctors in training for their roles, complies with PMCV or College supervision

requirements, and facilitates a culture of psychological safety of doctors in training to escalate for senior decision-making support when needed

- Mandatory training frameworks are in place across all specialties, with processes to ensure all medical staff within the program complete the relevant mandatory training for the specialty and role
- Performance assessment and review, in alignment with Eastern Health's Achieve Framework, or in alignment with the relevant Specialty College program (CPD for Senior medical staff, Training programs for accredited Registrars) and PMCV frameworks for Interns and PGY2 positions
- Frameworks are in place for identifying individual doctors who are poorly performing, bullying or harassment complaints, impaired or unable to perform their clinical duties, with clear escalation to supervisors of training, Clinical Directors, PMEUC or the Office of the Chief Medical Officer for support as required
- Engaging with the Office of the Chief Medical Officer and People and Culture when counselling/ disciplining staff to ensure adherence to natural justice, good industrial processes and the EBA.
- Ensure succession planning and a safe pair of hands within the Clinical Service for delegation to a clinical leader during periods of leave, to ensure medical governance is a priority and is sound.

Innovation, Planning & Service Delivery responsibilities include:

- Through partnership with the Clinical Program Director, actively promote and support a culture of continuous improvement at the Programs local level while ensuring alignment with organisational approach. This would be expected through the development of innovative and new models of care addressing Eastern Health's strategic direction and community population
- Promote the use of standardised data to drive improvement across the hospital system
- Lead risk management processes across the division, actively identify, monitor, and manage risk and promote risk
- Develop services in accordance with the strategic direction of Eastern Health.

- Promote and foster the reputation of the Eastern Health Emergency Services Program.
- Facilitate ongoing clinical development and the introduction of new technologies in accordance with Eastern Health policies in order to ensure high standards of care for all patients.
- Develop agreed clinical management protocols and models of care in conjunction with other related disciplines
- Review, develop, implement, and oversee the Quality and Business Plan Eastern Health Program ensuring compliance with Eastern Health KPIs and reporting requirements.
- Effectively adapt to new situations or uncertainty and promote and support required changes by describing the reasons for change and support others through the change processes
- Set and agree clear objectives and expectations with team members
- Consistently, as much as possible, achieve the key outcomes/results within own area of responsibility and within agreed timeframes
- Advise on the provision of replacement equipment to ensure that the Program/ Unit/ Department can meet its workload safely and efficiently.
- Advise on the efficient and effective selection and use of relevant consumables.
- When required, participate in, and contribute to the service review processes of Eastern Health

Education & Research responsibilities include:

- Fostering a culture within the clinical programs of integrating and embedding education and research with clinical practice
- Take steps to ensure all research within the program is performed according to Good Clinical Research Practice and Eastern Health Research and Ethics guideline

Clinical Role (Total CST 0.25 EFT/ 10hrs per week):

- Work clinical shifts in the Emergency Department as rostered.
- Provide leadership to and supervision of clinical staff working in the Emergency Department

SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.

Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips, and falls. Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

TRAINING AND DEVELOPMENT

Relevant, practical, and timely education should direct, facilitate, enhance, and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based. You are expected to participate in the personal development process on an annual basis.

QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards, and accreditation standards. As a

staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed, and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers, and staff is that we will be HEALTHIER TOGETHER.

Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future. Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

NOTE Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity, and Confidentiality. Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____ Date: ____/____/____

Manager INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood, and accepted the above Position Description and associated Attachments.

Signed: _____

