

Eastern Health

POSITION DESCRIPTION

Position Title:	General Practitioner / Medical Lead - Healesville Hospital GP Clinic
Award Classification:	At the appropriate classification rate commensurate with level of experience in accordance with the Medical Specialists (Victoria Public Health Sector) (AMA Victoria/ ASMOF) (Single Interest Employers) Enterprise Agreement 2022 – 2026 or its successor
Award / Agreement Name:	Medical Specialists (Victoria Public Health Sector) (AMA Victoria/ ASMOF) (Single Interest Employers) Enterprise Agreement 2022 – 2026
Reports to:	Clinical Director, Care@Home – GP Clinic, Community and Aboriginal Health Teams, District Nursing Service and SACS Clinics

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 statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

Eastern Health's GP Clinic is located at our Healesville Hospital and Yarra Valley Health campus. It operates as a general practice clinic offering a range of primary care services to a large catchment of patients in the outer eastern suburbs. The clinic operates during normal business hours as well as after hours on weeknights, weekends and public holidays. This position will be responsible for provision of general practice services both during business hours and after hours.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES AS A GENERAL PRACTITIONER

2.1 Provision of high quality clinical care

- Providing skilled health assessment, diagnosis and treatment services to patients.
- Ordering diagnostic tests as needed, checking and informing patients of results as per clinic's procedures. Checking of results includes participation in the duty doctor roster.
- Referring patients appropriately to other providers if their needs exceed the range of care able to be provided.
- Leading, consulting and collaborating with colleagues to provide optimal care.
- Working efficiently so that access to services is maintained.
- Documenting all care provided and education/information given to patients within their health record, as per clinic's procedure.

2.2 Maintaining good medical practice

- Maintaining professional knowledge and standards through continuing medical education and personal professional development.
- Having a working knowledge of legislation and standards of General Practice. Medical Practitioners in the GP clinic are required to comply with both Eastern Health standards and policy guidelines, as well as those as articulated by the RACGP.
- Maintaining a current resuscitation certificate as part of completion of regular mandatory training within the timeframes required.
- Complying with staff vaccination requirements and infection control requirements as per Eastern Health policy.
- Practicing medicine in a way that reflects Eastern Health's values and mission.

2.3 Maintaining trust(Professional relationships with patients)

- Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients.
- Responding openly and following up complaints or feedback.

2.4 Working collaboratively with colleagues

- Collaborating in regard to rosters and providing cover to ensure patients' needs are met.
- Working constructively and harmoniously with all staff to ensure patients receive optimal care.
- Involvement in practice accreditation activities.

- Participating in centre-based audits and activities.
- Collaborate with the wider Care@Home services and staff, including Community Health and Aboriginal Health, to deliver patient-centred and coordinated care.

2.5 Maintaining integrity in professional practice

- Billing consultations in line with the clinic's policy.
- Declaring any vested interests in services that may be referred to.
- Returning phone calls in timely manner.
- Completing documents i.e. medical reports in a timely manner.
- Clearing in-tray daily and delegating this task if absent.
- Demonstrating a working knowledge of the organisation's policies and procedures.
- Reporting events or untoward incidents as per professional standards and organisational policy.
- Using IT platforms effectively e.g. data input.
- Keeping up-to-date with new item numbers, and practice incentive payments.
- Ensuring immunisation status is kept up to date.

2.6 Develop Positive Working Relationships with:

- Practice staff including doctors, nursing and administration.
- The wider Aboriginal Health and Community Health teams
- Other Eastern Health services e.g. pathology, radiology and acute wards.
- External health care and social services providers.

3. MAJOR DUTIES AND/OR RESPONSIBILITIES FOR MEDICAL LEAD

3.1 Rostering

- Manage rostering of GP medical staff including afterhours roster (evenings and weekends)
- Management of planned and unplanned leave for GP medical staff.
- This includes where possible finding appropriate cover, balancing the needs of the service versus wellbeing of medical staff to access leave, ensuring there is transparent and equitable access to planned leave and liaising with the Manager and Clinical Director in relation to leave. Manage category 4 and 5 annual leave and ADO hours and ensure all staff members with excessive leave have leave plans. Manage sick leave as a designated percentage of the program's total EFT as per the scorecard.
- Timely communication with the administration team in relation to changes in rosters that affect clinic diaries.

3.2 Quality and Safety

- Assisting the Clinical Director, Deputy Director of Operations and Manager to enable delivery of a quality, safe and culturally appropriate service.
- Complete regular practice audits as required.
- Assist the Clinical Director and Practice Manager in investigation of clinical incidents and feedback complaints.
- Provide a point of escalation for GP clinic matters to the Deputy Director of Operations and/or Clinical Director.
- Provide clinical support to administration staff and the Manager when queries arise.
- Work proactively with GP clinic nursing staff to ensure appropriate processes are in place to support optimal delivery of care.
- Ensuring care is provided in a culturally safe way
- Facilitate regular GP clinical meetings which aligns with RACGP accreditation requirements, and attend wider clinic practice meetings (at least 75% per year).

3.3 Leadership

- Act as an escalation point for clinical practice issues including clinical risks.
- Delegation to medical team member with regard to Clinical Support Time tasks, including allocation, coaching and follow up.
- Ensures appropriate communication to promote regular and transparent communication within the GP staff and with other key stakeholders and timely escalation of clinical risks.
- In partnership with the Manager, lead the development of systems, processes and projects required to ensure efficient, effective, financially responsible and responsive operation of the Clinic.
- Utilises the Eastern Health change management framework to deliver change successfully in an inclusive and holistic manner.
- Coaching and development of Medical team members:
 - Engage and motivate staff, and develop capability and potential in others.
 - Recognise good performance, and give support and regular constructive feedback linked to development needs.
 - Identify and act on opportunities to provide coaching and mentoring.
 - Ensure all staff participate in regular, effective performance appraisal conversations per organisational guidelines and that position descriptions are reviewed annually with updated centralised records.
 - Assist the Clinical Director in proactively addressing individual performance concerns in accordance with Eastern Health policies and standards. Recognise performance issues that need to be addressed and work towards resolving issues.
- Build cooperation and overcome barriers to information sharing and communication across the team.
- Influence and negotiate: Gain consensus and commitment from others, and resolve issues and conflict

- Representation of the GP Clinic: Provides an expert resource for GP service delivery and advise and represents the Clinical Director, as required, on matters relating to this.
- Show drive and motivation, an ability to self-reflect and a commitment to learning.

3.4 Accreditation

- Assisting the Clinical Director, Deputy Director of Operations and Practice Manager in accreditation tasks as appropriate including preparedness for accreditation

3.5 Optimal use of Resources and Options for Billing

- Ensure optimal use of medical resources including booking templates.
- Stay informed with regard to MBS billing practices and requirements, and provide information and coaching to the wider medical team. Assist the Manager and Deputy Director of Operations in optimising billing and funding for the service.

3.6 Ensuring a safe workplace

- Assist the administration staff and manager to set expectations regarding occupational violence and aggression
- Where appropriate assist in liaising with and managing the behaviour of those who come into contact with the clinic when this is an issue.
- Maintaining a proactive approach for the wellbeing of colleagues and seeking support as required.
- Role model and drive a values-based culture aligned with Eastern Health's values that fosters respect, collaboration, innovation and patient-centred care.
- Ensure staff are able to work in a safe and non-discriminatory and harassment free environment. Employ the skills of timely and effective communication with health service and community partners to guide and achieve optimal patient/ performance outcomes.

3.7 ICT support

- Support innovation in ICT services to improve efficiencies within the clinic
- Role model and support others to proactively work with ICT partners to resolve issues.

3.8 Research and Education

- Liaise with training providers (or delegation of such) to establish and maintain medical student training programs.
- Ensure appropriate mentoring, supervision and support is provided for medical and non medical trainees.
- Support research and program development opportunities within GP clinic as they may arise.
- Ensure high levels of compliance with mandatory training requirements within the medical team.

4. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

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, in particular 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.

4. 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.

5. 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.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care

6. 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.

7. 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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of 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.

9. 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

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. 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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to employment.

Signed: _____ Date: ____/____/____
Executive Director Medical and Clinical Governance Eastern Health (or delegate)

INCUMBENT STATEMENT

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

Signed: _____ Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Demonstrate a knowledge of and compliance with all relevant legislation and common law obligations
- Accountability and duty of care in the course of practice including meeting practice standards
- Demonstrate knowledge of policies and procedural guidelines that have legal implications; for example ensuring documentation conforms to legal requirements
- Identify and respond to unsafe practice; for example implement interventions to prevent unsafe practice and/or contravention of law
- Demonstrate a patient-focused approach in service provision with genuine empathy and interest in their needs
- Excellent interpersonal and communication skills across all ages and social groups
- Always well-presented, friendly, courteous, obliging and representing the practice in a confident and positive manner at all times
- Demonstrated ability to collaboratively lead, improve and innovate clinical services.
- Demonstrated ability to be a professional role model for staff and champion Eastern Health values at all times.
- Demonstrated success in leading and working in high performing teams, facilitating sustainable changes with an emotionally intelligent approach.
- Undertake all duties in a diligent manner, with honesty and integrity
- Maintain absolute confidentiality regarding patient and practice information
- Ability to work cooperatively and independently, to prioritise and organise, with attention to detail
- Demonstrated commitment to ongoing professional development and self reflection.
- Possession of current driver's licence
- Registration as a medical practitioner with the Medical Board of Australia
- Vocational registration with RACGP
- Current Medical Indemnity

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au