

Eastern Health



POSITION DESCRIPTION

Position Title:	Director Medical Services
Award Classification:	Classification according to the AMA Victoria – Victorian Public Sector Medical Specialists Enterprise Agreement 2022-2026
Award / Agreement Name:	AMA Victoria – Victorian Public Sector Medical Specialists Enterprise Agreement 2022-2026
Position Reports to:	Executive Director Medical and Clinical Governance
Hours	1.0 EFT

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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.



1. POSITION PURPOSE

Director of Medical Services is a specialist medical practitioner with the knowledge and skills to uniquely lead the optimisation of health outcomes for individuals and their communities through:

- Bridging the interface between management and clinicians in complex health systems
- Leading the engagement, deployment, and accountability of the medical workforce
- Leading the continual improvement of quality and safety through the timely identification and mitigation of clinical risk
- Advocating for service enhancements to optimise consumer access, experience, and outcomes
- Implementing digital health applications, analytics, and reporting systems that effectively capture clinical data and communicate comparative performance, risk, and opportunities
- Ensuring appropriate legal and insurer engagement to protect the organisation's regulatory and litigation risks
- Leading and advising on the most effective configuration and delivery of clinical services to meet the needs of the population served
- Providing oversight and promotion of clinical research and innovation

The Director of Medical Services position is supported by Medical Governance Partner, and will also include other duties as requested by the CMO.

Refer to Schedule 1 for specific portfolio responsibilities

2. KEY ACCOUNTABILITIES – Scope of Practice Director Medical Services

INTEGRATION - Facilitate integration by bridging the interface between management and clinicians in complex health systems
<ul style="list-style-type: none">• Facilitate engagement, communication, and integration across clinical, corporate, and support services• Provide a team-based, multi-disciplinary approach to service delivery• Provide advice on the optimisation of patient flow and bed management across the service• Advise on case mix optimisation to enhance financial performance and sustainability• Contribute to the development of policy that enables the provision of high quality, safe, and effective health services and systems• Ensure clinical education and professional development is multidisciplinary• Provide oversight of Work, Health and Safety (WHS)• Assume the role of emergency controller in times of disaster or crisis
WORKFORCE - Leading the engagement, deployment, and accountability of the medical workforce. Ensure all clinical staff attain and maintain their knowledge and skills through meaningful continuous professional development
<ul style="list-style-type: none">• Support and monitor staff wellbeing, safety, and welfare• Lead the development and growth of the medical workforce to ensure health service has access to a pipeline of vocationally registered specialists• Foster the development of clinical leaders

- Lead the recruitment, appointment, onboarding, orientation, and rostering of both the junior and senior medical workforce
- Manage the credentialing and determination of scope of clinical practice for medical staff
- Ensure regular performance development reviews for medical staff and direct reports
- Develop systems and processes to ensure the medical workforce attains and maintains their knowledge and skills through medical education and meaningful continuous professional development
- Manage performance and professional conduct issues of medical staff including notification to the appropriate regulatory authorities
- Manage complaints and concerns relating to the bullying, harassment, and discrimination of, or by, clinical staff
- Provide leadership in the negotiation, implementation, and dispute resolution of industrial relations and conditions of engagement for medical staff
- Coordinate or participate in the appointment of key conjoint employees and other institutional appointments
- Provide oversight to the placement and teaching of medical students
- Liaise with colleges, academic partners and education providers in the accreditation of training positions and delivery of programs for prevocational and vocational trainees
- Create the framework for the clinical education and training of staff across the health service
- Determine appropriate mandatory clinical training and ensure compliance
- Resolve conflict involving clinical staff
- Manage the arrangements for the engagement of specialists with rights to private practice

GOVERNANCE FOR QUALITY & SAFETY - Leading the continual improvement of quality and safety through the timely identification and mitigation of clinical risk

- Ensure effective systems are in place to identify, manage, and prevent clinical adverse events
- Lead the delivery of an integrated system to investigate and respond to clinical incidents
- Ensure the effective operation quality assurance through the systematic clinical review and reflection by individual specialists and specialist craft groups
- Monitor and report on the incidents and trends in clinical adverse events and patient complaints
- Ensure systems are in place to monitor the outcomes of adverse event investigations and the effective implementation of all associated recommendations
- Ensure open disclosure and effective communication with patients and/or their families and carers of all adverse clinical events
- Ensure the executive is appraised in a timely manner of emerging clinical service issues
- Maintain a clinical risk register
- Support the accreditation and compliance with the National Safety and Quality Health Service Standards

ADVOCACY & STAKEHOLDER ENGAGEMENT - Advocate for service enhancements to optimise consumer access, experience, and outcomes Support and enable patient-centred care

- Partner with consumers in planning and co-design of strategic direction, service innovation, and quality improvement
- Consult and collaborate with agencies that impact on health, socio-economic determinants of health, and health policy
- Advocate for the health and service needs of the local population
- Identify and minimise access barriers to the health service
- Support Indigenous and First Nations peoples, and consumers who are vulnerable or from culturally diverse backgrounds
- Ensure information on patient experience and concerns about service provision is collected, reported, and responded to
- Influence policy and practice internally and externally to optimise service delivery and health outcomes
- Promote the health service and its medical workforce internally and externally
- Represent the service and its workforce at professional, industry, government, community, and other forums

DIGITAL HEALTH & CLINICAL INFORMATICS - Implementing digital health applications, analytics, and reporting systems that collect appropriate clinical data and effectively communicate comparative performance, risk, and opportunities

- Advise on the selection and evaluation of digital health applications
- Facilitate the effective implementation and safe and efficient use of clinical applications
- Evaluate the clinical quality and workforce impact of upgrades and enhancements to clinical applications
- Implement data governance processes to ensure the validity and reliability of clinical data
- Create clinical performance indicators that are meaningful to various clinical groups
- Design and implement effective clinical performance analytics and benchmarking processes
- Ensure clinical staff are aware of their comparative performance and encouraged to develop processes to minimise future clinical adverse events

- Identify performance outliers and investigate likely drivers of variance
- Ensure the medical workforce effectively complies with data security requirements
- Using clinical informatics, provide clinical advice on health funder negotiations ▪ Understand and advise on the use of clinical coding systems in management reporting

MEDICO-LEGAL - Ensuring appropriate legal and insurer engagement to protect the organisation’s regulatory and litigation risks

- Understand healthcare related legislation and regulations that impact the service
- Possess a knowledge of health law that enables an understanding of level of risk
- Effectively coordinate an appropriate response to complaints, ethical concerns, negligence, and privacy breaches
- Ensure patient consent processes are appropriate and universally complied with
- Provide oversight to end-of-life matters including not-for-resuscitation orders and advance care planning
- Lead in the resolution of issues relating to guardianship and medical power of attorney
- Provide oversight and guidance to Freedom of Information processes
- Coordinate the collation of staff statements in evidence
- Respond to inquiries and requests from police, the coroner, and other agencies
- Coordinate the preparation, storage, and release of medico-legal reports
- Coordinate the service’s interface with risk and indemnity insurance organisations
- Provide advice to assist the organisation manage risk and claims
- Engage legal advice on clinical incidents, insurer notification, and provisioning of indemnity claims
- When required, be the designated officer for the administration of the special medical Acts (e.g. Human Tissue Act, Organ Donation and Neonatal Autopsies)

STRATEGIC PLANNING & IMPLEMENTATION - Ensure the most effective configuration of clinical services to meet the needs of the population served

- Contribute to the development of the mission and vision for the health system or service
- Provide strategic clinical leadership across all aspects of the health system or service
- Contribute to the design and configuration of clinical services and capital developments
- Lead and manage health systems, services, and programs
- Contribute to the ethical management and utilisation of financial and other resources
- Review and evaluate the effectiveness of clinical services
- Plan and implement service improvements, redesign, and restructure
- Develop and present robust business cases for significant change initiatives
- Keep abreast of advances that will improve patient care and experience

RESEARCH & INNOVATION - Provide oversight, encouragement, and direction to support clinical research and innovation

- Provide oversight to the research governance structures and processes, including the Human Research Ethics Committees
- Provide oversight and direction to encourage and support clinical research
- Advise on the commercialisation of research and intellectual property
- Lead the evaluation and assessment of evidence in the introduction and review of clinical services, practice, and technology
- Engage with medical colleges, universities, and other agencies about research activities

Oncall requirements

The Director Medical Services will participate in the following after hours rosters:

- Director Medical Services on call
- Designated Officer/ 120A 120 B Roster

3. KEY SELECTION CRITERIA

Qualifications:

Mandatory

- Eligibility for registration with the Medical Board of Australia as a legally qualified medical practitioner
- Fellowship of the Royal Australasian College of Medical Administrators or equivalent

Experience:**Desirable**

- Experience in medical workforce professional governance, including understanding of the medical staff awards.
- Experience in a management role (specialist or medical administration registrar) in a metropolitan or large health service

Knowledge and Skills:**Professionalism**

- Demonstrates all the attributes that accord with the Eastern Health Values – Respect for all, Safe always, Partnering in care, Learning and improving everyday
- Demonstrates a high level commitment to ethical practice
- Demonstrates a commitment to profession-led regulation
- Demonstrates ability to effectively manage matters of patient safety and quality of care relating to medical professional governance

Medical Expertise

- Maintains clinical knowledge, skills and attributes appropriate to their practice
- Provides compassionate patient-centred care

Scholar/ teacher

- Facilitates the professional governance elements of medical education and wellbeing of junior and senior medical staff, particularly those doctors in difficulty or with performance issues
- Provides the professional governance commitment to the supervision, mentoring and assessment of medical trainees and students

Health Advocacy

- Able to develop systems to support individual medical staff health and education needs
- Promotes the maintenance of good health in colleagues and medical staff
- Looks after their own health and wellbeing

Leadership and Management

- Demonstrates medical leadership with proven ability to exercise sound judgment and provide leadership in professional standard, ethics and a commitment to research, innovation and staff wellbeing
- Understands current and relevant medical workforce issues
- High level rostering and emergent leave management skills and knowledge of the DIT and medical specialists EBA.
- Experience in managing a budget and tracking costs relating to medical professional governance
- Demonstrates financial management skills with the ability to review cost structure and deliver services within a budget

- A record of effective leadership and sound management
- Well-developed written and oral communication skills particularly in relation to influencing consultation and negotiation

Teamwork/ Collaborator

- Demonstrated ability to work in collaboration with member of interdisciplinary teams and committees
- Capacity to lead and drive change across a complex organisation
- Capacity to deliver projects on time and on budget

Communication

- Able to communicate effectively with team members and colleagues
- Maintains clinical and administrative documents accurately

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 2000.

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 six (6) 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 on-going 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.

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.

I confirm I have read, understood and accepted the Position Description and associated attachments.

Employee Name:

Employee Signature:

Date: _____

SCHEDULE 1: PORTFOLIO SPECIFIC DETAILS – TBC

SITE:	TBC
PROGRAM PARTNERING:	TBC
PROFESSIONAL GOVERNANCE PORTFOLIO:	TBC
Site Director Medical Services (Site to be specified TBC)	
INTEGRATION - Facilitate integration by bridging the interface between management and clinicians in complex health systems <ul style="list-style-type: none">•	
Program Partnering for Professional Governance (TBC)	
WORKFORCE - Leading the engagement, deployment, and accountability of the medical workforce. Ensure all clinical staff attain and maintain their knowledge and skills through meaningful continuous professional development <ul style="list-style-type: none">•	
Professional Governance Portfolio (TBC)	
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Provide leave cover for Director Medical Services within the Office of the CMO, which may include covering all aspects of the portfolio in alignment with the Scope of Practice for a Director Medical Services,	