

Eastern Health

POSITION DESCRIPTION

Position Title:	Clinical Director General Medicine - Access
Award Classification:	At the appropriate classification rate commensurate with level of experience in accordance with the Agreement
Award / Agreement Name:	Medical Specialists (Victorian Public Health Sector) (AMA Victoria / ASMOF) (Single Interest Employers) Enterprise Agreement 2022 – 2026 or its successor
Position Reports to:	Clinical Service Director Acute Medicine – for clinical matters Chief Medical Officer – for medical professional matters
Hours:	50% Clinical 50% Non Clinical or by negotiation

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



1. POSITION PURPOSE

The Clinical Director General Medicine - Access will be expected to lead General Medicine services at Eastern Health with a focus on ensuring excellence in clinical care, teaching and research.

The Clinical Director General Medicine - Access reports to the Clinical Service Director Acute Medicine and will partner effectively with the Deputy Director Operations Acute Medicine to provide clear accountability and direction to optimise clinical outcomes and performance through the application of quality systems and evidence based practice, with a particular focus on achieving optimal efficiency of patient access and flow to the department.

The Clinical Director General Medicine - Access is required to work across all Eastern Health campuses both clinically and non-clinically as part of their leadership and management responsibilities and will operate in accordance with Eastern Health's values. They will carry out a site leadership role for the Department of General Medicine Eastern Health for an acute site (Box Hill, Maroondah or Angliss - as discussed with the Clinical Service Director, Acute Medicine).

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

2.1 Provision of Clinical Services

- Direct and coordinate clinical service delivery at Eastern Health to ensure the highest possible quality of health care delivery.
- Develop and implement the use of effective evidenced based care for the treatment of patients across Eastern Health.
- Be actively involved in direct clinical service provision for patients and for the supervision of staff across all sites.
- Develop and maintain effective relationships between the services at Eastern Health sites with particular emphasis on cohorting clinical skills and services where appropriate.
- Develop agreed clinical management protocols and models of care in conjunction with other related disciplines.
- Ensure appropriate clinical supervision of Medical Specialists and Doctors-in-Training to ensure excellent clinical care for consumers.
- 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.

- Ensure adequate and consolidated medical records are maintained by all service staff and ensure the timely completion of summaries and the appropriate data collection.
- Develop, recommend and implement initiatives to achieve optimal efficiency of Eastern Health's relevant clinical services with reference to patient flow through the wards and Emergency Departments, with a particular focus on access and flow to the department and the management of the Accelerated Acute Medical Units.

2.2 Clinical Governance, Quality, Safety, Risk and Improvement

- Continually promote a culture of safety and transparency to all clinical staff and ensure that staff feel comfortable to escalate emergent safety, quality and risk concerns.
- Ensure that staff are aware of and actively comply with the requirements of the National Safety and Quality Health Service Standards and other accreditation programs as required.
- Participate in or ensure appropriate delegation to progress the investigation and resolution of incidents and complaints; and respond to concerns regarding safety and quality by taking action or escalating these.
- Develop and oversee effective quality and operational improvement plans within the unit, including mortality and morbidity review, clinical audit and data collection on needed performance indicators, quality, safety and patient experience measures, and financial and activity metrics.
- Monitor and report on the performance in relation to clinical audit, compliance, risks, performance indicators and quality improvement activities.
- Ensure that consumers are actively engaged as partners in their healthcare by keeping them informed and providing Open Disclosure according to Eastern Health guidelines.
- Review all Hospital Acquired Complications (HAC) for the specialty and liaise with the coding staff in the Health Information Services to ensure the accuracy of data regarding HAC for the organisation.
- Lead risk management processes across the unit; actively identify, monitor, and manage risk.
- Advise on the provision of replacement equipment to ensure that the unit is able to meet its workload safely and efficiently and advise on the efficient and effective selection and use of relevant consumables.

2.3 Leadership

- Lead the service to achieve its clinical, operational, financial, teaching and research objectives.

- Represent Eastern Health to outside services and authorities in relation to clinical and professional matters.
- Ensure that the service performs comparably to its peers and promote the service both at the state and national levels as appropriate.
- Promote a culture that supports the Eastern Health vision of Healthier Together including collaborative relationships and clinical excellence.
- Develop and maintain effective clinical and professional relationships across departments and programs within Eastern Health.
- Be regularly present and visible at all sites where the relevant service is provided.
- Participate in organisational leadership forums including Clinical Unit Heads meeting, Quality and Safety governance meetings across Eastern Health.
- Actively promote and implement Eastern Health's values, policies and performance management system within the service.
- Role model appropriate and respectful professional and corporate conduct.
- Represent the discipline as appropriate in the formulation of policy at health service, university, college and government levels on request.

2.4 Medical Professional Practice

- Ensure the prompt and proper discharge of professional duties by all staff within the service.
- Ensure all Medical Specialists in the unit are recruited, appointed and contracted according to the Eastern Health Recruitment and Credentialing guidelines, and the Medical Specialists EBA with support from the Senior Medical Workforce Unit.
- Ensure that the Credentialing and Scope of Practice requirements for all medical staff (including registrars, fellows and research appointments) within the unit are documented clearly, comply with the AHPRA and College credentialing frameworks for the specialty and included in Medical Staff Position Descriptions, and that any extended Scopes of Practice for specialties are developed and clinically appropriate for the clinical service capability across our services in alignment with Eastern Health guidelines.
- Ensure that all mandatory training is completed by all medical staff within the unit.
- Ensure 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 required.

- Participate and support of training college accreditation requirements, including allocation of supervisors, report keeping and participation in gap analyses and action plans.
- Adhere with Eastern Health guidelines for identifying individual doctors who are poorly performing, subjects of bullying or harassment complaints, or who are impaired or unable to perform their clinical duties, including acting as the escalation pathway for medical staff in PMEUE, Medical Workforce Unit, and to escalate to the Office of the Chief Medical Officer / People and Culture.
- Engage with the Office of the CMO and People and Culture when counselling / disciplining staff to ensure adherence to natural justice, good industrial processes and the EBA.
- Plan and maintain a safe pair of hands within the unit for delegation of leadership and management duties during periods of leave, to ensure medical governance is a priority and is sound.
- Act as a point of escalation regarding critical workforce shortages to maintain safe clinical care.

2.5 Education and Research

- Ensure appropriate education processes are in place to support the education of Doctors-in-Training.
- Provide a coordinated approach to the management and training of Doctors-in-Training to ensure that they learn theory, clinical skills, teamwork and leadership.
- Provide effective clinical leadership to research at Eastern Health.
- Through encouragement of health service research, advance the knowledge base necessary for the provision of evidence based developments in the relevant clinical service.
- Participate in public and community education as appropriate.
- Foster research to inform and improve current models of care.
- Advance the knowledge base necessary for the provision of evidence based developments in the unit through encouragement of health service research.
- Foster a culture within the clinical programs of integrating and embedding education and research with clinical practice.
- Ensure all research within the program is performed according to Good Clinical Research Practice and Eastern Health Research and Ethics guidelines.

2.6 Management of Medical Staff – Medical Specialists (Senior Medical Staff)

- Ensure medical workforce planning occurs across the unit to ensure sustainable workforce for the clinical service demand, considering the specialty mix, seniority, 24 hours staffing, and sustainable distribution across sites.
- Maintain a work schedule for Senior Medical Staff within the unit that shows their regular hours of clinical work and clinical support time and updated into Optima.
- Provide operational roster management and manage and plan for leave planning to allow for medical staff leave, backfill or reduced activity whilst maintaining required clinical services.
- Provide oversight of the cost centre with the budget for Senior Medical Staff within the unit.
- Initiate recruitment for vacant or new positions, review of position descriptions and participate in credentialing, short listing, writing interview questions, participating in interview panels and recommending appointments of Medical Specialists using the Cgov credentialing application with support by the Medical Workforce Unit.
- Review and maintain re-credentialing of Senior Medical Staff using the Cgov credentialing application and supported by the Medical Workforce Unit to include mandatory compliance including AHPRA registration, Working with Children certificates, specialty training certificates, annual performance review, mandatory training and vaccination compliance.
- Conduct reviews of senior doctor workload to comply with workload management and review, roster design and safe hours of work as prescribed within the EBA as required.
- Allocate and approve duties assigned utilising clinical support time allocated to medical staff.
- Approve CME and Sabbatical Leave and associated costs according to Eastern Health guidelines.
- Management of any associated Special Purpose Fund according to Eastern Health guidelines.
- Provide regular forums for unit medical staff meetings, communication and key messages.

2.7 Management of Doctors-in-Training (Junior Medical Staff)

- Oversee appropriate junior medical staffing and service provision across all Eastern Health sites for the relevant service, and lead the development of an effective recruitment and retention strategy including assisting / delegated Medical Specialists to provide clinician input for bulk HMO and specialty registrar interviews.
- Work collaboratively with the Medical Workforce Unit operations team for Doctors-in-Training roster design and respond to feedback regarding overtime, workload or other issues.
- Provide a clinical escalation point to the Medical Workforce Unit in times of critical shortages, and in the approval of casual rates for critical shift replacement.
- Plan and assign annual leave for registrars for the unit.
- Provide cost centre management for the Doctors-in-Training assigned to the unit.

- Ensure supervision frameworks and adequate record keeping are in place to provide adequate levels of supervision for Doctors-in-Training for their roles, complies with PMCV or college supervision requirements.
- Effectively manage the performance of all Doctors-in-Training employed in the unit as per the Eastern Health performance feedback and development policy and procedure and in accordance with Eastern Health requirement.
- Ensure that all Doctors-in-Training have performance appraisals during and at the end of their rotation.
- Monitoring, linkage and understanding of all key performance indicators and meaning towards system-wide access and flow and a safe workplace.

3. 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, 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 Compensations (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.

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.

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: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

Medical Professional requirements

- Appointees must be legally qualified medical practitioners, registered or registrable with the Australian Health Practitioner Regulation Agency (AHPRA) without conditions, undertakings or reprimands that could impact on their clinical practice
- Fellowship of the relevant Australian specialist college
- Demonstrable relevant knowledge and experience in a relevant specialty
- Meet Eastern Health requirements for appropriate credentialing and scope of practice in the relevant specialty

Clinical Leadership requirements

- Excellent communication and interpersonal skills, both written and verbal
- Demonstrated high-level leadership, medical engagement and change management skills
- Demonstrated experience managing multiple health professions and a commitment to excellence in the provision of health services
- Demonstrated ability to develop and successfully implement creative solutions to complex systemic and organisational problems
- Strong record of experience within a large, complex healthcare organisation
- Demonstrated clinical and management experience in acute or subacute services as well as multi-disciplinary models of care
- Demonstrated expertise in healthcare financing and budgetary management
- Demonstrated expertise in health industry workforce and industrial systems
- Experience in successfully working with health care professionals and executive staff at a senior organisational level
- Demonstrated ability to lead high performing teams and individuals and address under-performance issues as they arise

- Current driver's licence

Desirable

- Post graduate qualification in a health or management-related field

Key Capabilities & Attributes

- Exemplifies the Eastern Health values in action
- Effective communication including motivation, negotiation and conflict resolution skills
- Develops self and others
- Optimism and positivity
- Resilience and self-care
- Adaptability and continuous improvement focus
- Demonstrated understanding of organisational change concepts and practices
- Teamwork and collaboration
- Strategic perspective with a keen ability to also consider the detail

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and 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