

POSITION DESCRIPTION

Position Title:	Senior Medical Officer – Urgent Care
Business Unit/Department:	Emergency Services
Division:	Emergency Medicine and Intensive Care Services
Award/Agreement:	Doctors in Training (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) – Enterprise Agreement 2022-2026 Medical Specialists (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement 2022 - 2026
Classification:	HM14 – HM23 or HN15 - HN59
Reports To:	Clinical Services Director, Head of Unit, Chief Medical Officer
Direct Reports:	Junior medical employees
Date Prepared/Updated:	12 June 2024

Position Purpose
<p>The role of the Senior Medical Officer – Urgent Care is to provide high quality clinical care to the patients Western Health services, to supervise and train Junior Medical Staff and support Western Health Strategic Priorities.</p> <p>There are approximately 19,000 attendances per annum to our Urgent Care Centres. The purpose of the position is to provide medical services at the Bacchus Marsh and/or Melton Health Urgent Care Centres as rostered.</p>
Business Unit Overview
<p>The Division of Emergency Medicine and Intensive Care Services has a workforce of approximately 1000 EFT spanning across all Western Health campuses. The Division is divided into two service streams; Emergency Medicine and Intensive Care Services.</p> <p>Western Health serves the rapidly expanding population areas of the City of Melton and Moorabool Shire with sites in Bacchus Marsh, Caroline Springs and Melton.</p> <p>Bacchus Marsh and Melton Urgent Care Centers</p> <p>Urgent Care provides a “walk-in” service for patients with urgent but not life-threatening medical conditions. All patients who present to the service are triaged according to the Australasian Triage Scale and seen in order of medical priority. All patients are referred back to their nominated General Practitioner for ongoing treatment.</p>
Key Responsibilities

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- Assume responsibility for quality patient care in accordance with the care model of the ward/unit, ensuring that clinical procedures are performed in accordance with Western Health policy and procedure

- Accurately reflect the patient's treatment plan, requirements, outcomes or events within prescribed documentation to support ongoing care, communication and to ensure that all legal requirements are met in regards to legibility of content and identity of reporter in accordance with Western Health policies and procedures
- Analyse and use data to guide decisions and evaluate outcomes
- Participate in resolving problems in care and to ensure that the Unit/ Department Head is aware of relevant issues and problems
- Participate in the development of discharge plans that reflects the needs of patients and their significant others and demonstrates understanding of the role of community providers
- Ensure continuity of care by communicating appropriately with other practitioners including community general practitioners
- Ensure awareness of clinical experience and proficiency of junior medical staff delegated to deliver care and provide supervision for and be accountable for the care delivered
- Provide consistent and appropriate leadership and supervision to Junior Medical Staff
- Ensure that the care of all patients is handed over or other suitable arrangements for follow up, including follow up of results is in place when not on call
- Lead by example in the delivery and promotion of high-quality clinical care to all patients
- Participate in the development, implementation and revision of treatment protocols and clinical guidelines to promote and ensure best practice standards
- Actively contribute to Western Health's ongoing development through involvement in hospital wide activities and national and/or international organisations
- Participate in service planning as requested by the Unit/ Department Head and Clinical Service Directors including the development and setting of targets, resource requirements and improvement priorities for the service agreement
- Actively participate in departmental or organisational wide quality and credentialing processes, including clinical work review groups
- Participate in developing department and personal priority goals and objectives consistent with the mission, philosophy and strategic plan of the organisation
- Ensure that any dealings with the media are approved and in accordance with policy, procedure and privacy legislation
- Contribute to creating and maintaining a work climate which is conducive to positive morale and employee growth, development and retention
- Ensure own health and well-being and seek assistance if impairment in physical or mental health is impacting on job performance
- Work collaboratively and respectfully with multi-disciplinary team members to achieve desired outcomes for patients through effective communication and attendance and participation in unit and site clinical meetings
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team meetings, etc.
- Build networks and participate in benchmarking to seek and share information to assist in developing best practices
- Demonstrate a caring and empathetic approach towards patients at all times
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in clinical practice.
- Participate in hospital provided professional development activities and keep up to date with relevant developments in clinical and hospital practice.
- Participate in clinical teaching and professional development of junior medical staff, medical students and students of all health professions and disciplines, including involving students in clinical care
- Maintain personal qualifications in accordance with continuing certification requirements of relevant medical college or other body
- Comply with Western Health financial systems, policies and processes
- Maintain a high and accurate level of clinical and financial recording and ensure involvement in medical document audits
- Participate in departmental strategic and financial planning
- Participate in the development and monitoring of financial risk reduction and identify and implement strategies for cost control

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- Identify business opportunities through available funding streams and develop and prepare business cases to optimise funding opportunities and business development
- Be accountable for length of stay meeting, exceeding state averages and for waiting list management
- Manage and operate in accordance with Western Health Human Resource policy and practise in all matters relating to recruitment and employment
- Ensure the ability to receive and return organisational relevant information and communication through phone, and/ or voicemail and email within time limits set by the organisation
- Acquire and maintain sufficient relevant computer/technology skills and utilise these to participate in services and communication offered by Western Health
- Undertake other duties and instructions as provided by the Head of Unit

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Other Senior Medical Staff
- Nursing and Allied Health Staff
- Patient Support and Administrative Staff
- Medical Workforce Unit Management
- Unit/ Department Heads
- Clinical Services Directors
- Divisional Directors
- Executive Director Medical Services

External:

- GP's
- Community Health Agencies
- Other Senior Medical Staff

Selection Criteria

Essential

- Medical qualification
- Current Australian medical registration
- Credentials for the position
- Relevant clinical experience and clinical competence required for level of position
- Experience in the support and supervision of Junior Medical Staff
- Demonstrated ability to practice collaboratively as part of a multi-disciplinary health care team
- Effective organisational skills, with respect to time management and delegation
- Well developed written and verbal communication skills
- Displays and expresses a high level of ethics in regards to patients, colleagues and the organisation
- Demonstrates skill and maturity in problem solving, negotiation and conflict resolution
- Demonstrates ability to make decisions and support rationale, clearly communicate decisions to relevant parties
- Maintains confidentiality of patient, institutional and employee information
- Commitment to professional development
- Analyses own performance in accordance with position expectations. Develops goals and implements a plan to meet those goals. Maintains and own knowledge and skills
- Participates in and contributes to committees, teams and projects in keeping with the organisation's strategic goals

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- Seeks out and is receptive to feedback from co-workers at all levels for the purpose of growth in the role

Desirable

- Demonstrated research skills
- Knowledge of health issues in relation to Western Health's catchments
- Acknowledgement of Western Health strategic themes

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health.
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

General Information

- Redeployment to other services and sites within Western Health may be required.
- Employment terms and conditions are provided according to relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- Western Health is committed to Gender Equity.
- Western Health provides support to all personnel experiencing family and domestic violence.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

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Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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