

POSITION DESCRIPTION

Position Title:	Senior Medical Officer – Urgent Care
Business Unit/Department:	Emergency Services
Division:	Emergency Medicine & Intensive Care Services
Award/Agreement:	Medical Specialists (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement
Classification:	HN15 to HN59
Reports To:	Director of Clinical Services – Urgent Care Clinical Services Director Chief Medical Officer
Direct Reports:	Junior medical employees
Date Prepared/Updated:	7 November 2025

Position Purpose

The role of the Senior Medical Officer – Urgent Care is to provide high quality clinical care to the patients who present at Western Health Urgent Care Centres, to supervise and train Medical Students, Junior Medical Staff and support Western Health Strategic Priorities.

The purpose of the position is to provide medical services at the Bacchus Marsh and/or Melton Health Urgent Care Centres as rostered. The Senior Medical Officer (CMO) – Urgent Care, will provide high quality clinical care to patients attending the Urgent Care Centres of Western Health. These facilities include Bacchus Marsh and Melton Urgent Care Centres. Whilst based at one facility, CMOs may be required to work at alternative campuses based on the needs of the Health Service.

The foci of this position are:

- Delivery of high-quality clinical care for patients within the Urgent Care Centres.
- Demonstration of high standards of communication with patients and their carers, as well as other health professionals both within and external to Western Health.
- Supervision of junior medical staff and identification of teaching opportunities for junior medical staff, as well as medical students, nursing and other staff.
- Recognition of leadership responsibilities, including role-modelling of professional behaviours, and engagement with department work practices and improvement initiatives.
- Commitment to ongoing education and training.

Business Unit Overview

The Division of Emergency Medicine and Intensive Care (EMIC) Services spans across 5 Western Health sites encompassing three emergency departments, two urgent care centres and two intensive care units.

Our Vision

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Delivering care to over 200,000 patients annually the Division is committed to innovation, the development of services and treatment of diverse population groups across Western Health to ensure Best Care for the community of Western Melbourne.

The Divisional Director (DD) and the Clinical Services Director (CSD) function in partnership to provide leadership, clinical, operational and financial governance to the Division ensuring the efficient and effective delivery of Best Care within allocated resources.

Bacchus Marsh and Melton Urgent Care Centres

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 to their nominated General Practitioner after treatment at the Urgent Care Centres for ongoing care.

There are approximately 19,000 attendances per annum to our Urgent Care Centres involving all demographics with about 30-40% paediatrics presentation per year.

The Urgent Care educates trainees of Associateship in Foundational and Intermediate Emergency Medicine Program of the Australasian College of Emergency Medicine (ACEM) in addition to General Practice trainees and hospital medical officers. Hospital medical officers intending to train in general practice or rural generalist pathway may be eligible for recognition of prior learning if they worked at Bacchus or Melton Urgent Care Centres.

Key Responsibilities

Best Care Framework:

- Ensure quality patient care via clinical assessment, investigations ordering and interpretation, and development of management plans
- Follow department guidelines regarding models of care and clinical pathways
- Perform clinical procedures are performed with appropriate training and supervision.
- Work under the supervision and support of the Head of Unit or Receiving Consultant to further develop general clinical and decision-making skills
- Provide supervision for the clinical activities of more junior medical staff as required, according to the level of experience of the individual.
- Provide clinical handovers at the end of each shift.
- Undertake learning by participation in continuing education activities and attendance at clinical meetings.
- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in clinical practice.
- Assist in collection of data for audit purposes and participate in research activities undertaken within the unit where required.
- Perform other duties as directed by the Director of the Emergency Department in accordance with Western Health policies and procedures.
- Comply with confidentiality obligations regarding staff, patients, consumers and colleagues • Comply with all Western Health policies and procedures
- Role model the Western Health values and behaviours when carrying out duties and in dealing with staff patients, consumers and colleagues
- Act in accordance with the Code of Conduct

Community & Partnerships:

- Facilitate achievement of Access Key Performance Indicators including:
 - Meeting Triage Time to Treatment expectations
 - Utilisation of Emergency Observation Unit
 - Did Not Wait minimisation
 - Timely disposition in accordance with the National Emergency Access Target (NEAT)
- Demonstrate a caring and empathetic approach towards patients at all times
- Communicate appropriately with patients and their relatives, care providers and community supports, including documentation in accordance with Western Health policies and procedures

Communication:

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- Ensure all staff are aware of and comply with Victoria's Charter of Human Rights and Responsibilities.
- Work collaboratively and respectfully with multi-disciplinary team members and colleagues to achieve desired outcomes for patients through effective communication and collaboration.
- Demonstrate an active commitment to engagement in the ED department and organisational activities and priorities, including an active contribution to creating and maintaining a work environment conducive to positive morale, employee growth and retention.
- Ensure own health and well-being and seek assistance if impairment in physical or mental health is impacting on job performance.
- Participate in on-going assessment of competencies, including mandatory competencies required by Western Health

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:

- Clinical staff including medical, nursing, and allied health Patient Support and Administrative Staff
- Medical Workforce Unit Management
- Access Manager/Clinical Hospital Co-ordinator
- Unit/ Department Heads
- Directors of ED's
- Clinical Services Directors
- Divisional Directors
- Director Medical Services
- Chief Medical Officer

External:

- General Practitioner
- Community Health Agencies
- Paediatric Infant Perinatal Emergency Retrieval (PIPER)
- Ambulance Victoria
- Victoria Police
- Child Protection Services
- Patients, Relatives and Carers

Selection Criteria

Essential:

Medical Qualification:

- Current medical registration with AHPRA as Specialist (RACGP, ACRRM, FACEM)
- Current ALS qualification
- Working with children's check

Experience:

- Minimum of five (5) years' post-graduate experience
- Minimum of two (2) years' experience within an Australian Medical Hospital System

Competencies:

- 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

Desirable:

- A minimum of 6-month experience in an Acute Emergency Department setting

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- Completion of Australasian College of Emergency Medicine Associateship Program

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.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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