

POSITION DESCRIPTION

Position Title:	General Practitioner – Clinical Lead
Business Unit/Department:	Custodial Health
Division:	Western Health at Home
Award/Agreement:	Medical Specialists (VPHS) (AMA Vic/ASMOF) (Single Interest Employers) Enterprise Agreement
Classification:	HM/HN15 – HM/HN59
Reports To:	Head of Unit; Clinical Services Director; Chief Medical Officer
Direct Reports:	N/A
Date Prepared/Updated:	19/11/2025

Position Purpose

Custodial Health provides a range of primary care services to people in custody at the Dame Phyllis Frost Centre. The patient group are marked by significant trauma, disadvantage and marginalisation, often in context of limited and/or negative experiences of mainstream health care. The General Practitioner (GP) Clinical Lead will support the development of a progressive Custodial Health model of care, bringing a strong focus on women's health and chronic disease, as well as the specific health needs of priority groups such as Aboriginal and Torres Strait Islander and LGBTQIA+ peoples.

Working within a trauma-informed, inclusive and culturally safe model of practice, the GP Clinical Lead provides clinical and operational leadership to the General Practitioner group within the Custodial Health Unit at the Dame Phyllis Frost Centre (DPFC).

This conjoint clinical and leadership role will bring sophisticated clinical primary care skills and guide the General Practitioner group by supervision, mentoring and identification of professional development needs. The Clinical Lead will be primarily responsible for administrative functions relating to the GP group including performance development, roster/leave management, and supervision of Clinical Support Time activities. The Clinical Lead will also have the opportunity to innovate and contribute to the development of new and improved models of care to improve service delivery.

Working collaboratively with the Head of Unit and the Operations Manager for Custodial Health, the Clinical Lead will work to ensure consistency with practice standards and processes across the spectrum of primary care provided at the DPFC. Within Western Health's services at DPFC, the role will be key to the allocation of resources on a day-to-day basis to ensure the care needs of people in custody are met in a safe and timely way.

The role will provide exemplary primary care leadership within Western Health and will also foster strong collaboration across the multidisciplinary team across the Custodial Health Unit, with Corrections Victoria and Forensicare, and other internal stakeholders within the DPFC.

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Business Unit Overview

The Dame Phyllis Frost Centre (DPFC) is a correctional facility for people located in Ravenhall in Melbourne's west. DPFC is operated by Corrections Victoria and provides maximum, medium and minimum-security accommodation for people on remand and those currently serving sentences. At present, the prison can accommodate 572 people, this includes a 20-bed specialist mental health inpatient facility operated by Forensicare.

Western Health is responsible for the provision of primary healthcare to people throughout their prison stay at DPFC, including:

- Primary Care e.g., General Practitioner, Women's Health
- Primary mental healthcare
- Addiction Medicine and Alcohol and Other Drug Health Programs
- Population health
- Dental services
- Advanced care planning
- Medication management
- Diagnostic services – radiology and pathology
- Allied health services
- Medical aids and equipment
- Alcohol and Other Drug Health Programs
- Access to specialist services in the community

The service model seeks to provide health care of a quality and standard provided at an equivalent standard to that provided in the community, through the public health system. Western Health's multidisciplinary workforce will work alongside service providers to provide holistic and interconnected health service delivery for patients at DPFC, including a tailored health response for priority cohorts.

The Custodial Health portfolio sits within the Western at Home Division of Western Health, itself consisting of a range of medical, nursing, allied health and non-bed-based community services.

Key Responsibilities

Leadership Responsibilities:

- Provide clinical leadership for complex patient care needs through the coordination of complex care or management plans
- Where indicated, lead clinical case discussion with external stakeholders (e.g. planning for hospital transfers to/from the DPFC)
- Ensure breadth of skill across the medical workforce to enable flexible and responsive use of resources to meet the needs of the Health Service on a daily basis.
- With Head of Unit, maintain oversight of the General Practitioner groups CST and portfolio allocations and develop new and improved models of care.
- Ensure the evidence-base used for care is contemporary and the workforce is upskilled to deliver such
- Work collaboratively with the Operations Manager to ensure the optimum distribution of medical resources to meet the care of people in the DPFC
- In collaboration with the Operations Manager, engage in roster development, including sign off on rosters, leave management, roster audits, and identifying and managing roster gaps.
- With the Head of Unit and Operations team, set and monitor/oversee KPIs, including including those related to clinic activity
- Lead Riskman investigations and other Quality, Safety and Risk investigations where appropriate.
- Support the Health Service to meet accreditation requirements as a Lead for the medical workforce.
- Be accountable waiting list management and clinic efficiency.

Clinical Responsibilities:

- Work within a trauma-informed, inclusive and culturally safe understanding of care

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- Participate in the Custodial Health out of hours On Call Roster for GPs.
- Assume responsibility for quality patient care in accordance with the care model of the 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-based general practitioners
- Be responsive to acute care situations and ensure consistency of approach across the medical and nursing workforce
- 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

Quality & Safety:

- Attend (or delegate) and where indicated, lead internal multistakeholder case planning and discussion meetings e.g. Case Planning and Review Panels.
- Prepare for and participate in relevant governance meetings
- Lead by example in the delivery and promotion of high quality clinical care to all patients
- Work collaboratively at all times with other Custodial Health and Corrections Victoria staff to ensure the delivery of care to patients is safe, effective, timely and appropriate to the presenting clinical need
- Escalate issues of risk and/or concern in a proactive and timely manner to the Head of Unit, or appropriate member of the Leadership Team within Custodial Health
- 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 health-network wide activities and national and/or international organisations
- Participate in service planning as requested by the Unit/ Department Head and Clinical Service Director, including the development and setting of targets, resource requirements and improvement priorities for the service agreement
- Actively participate in departmental or organisation 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 organization
- Foster a culture of research and innovation
- Conduct Medical Documentation audits.

Professional & Organisational Responsibilities:

- 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

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- Participate and contribute to improvement of policies, procedures and protocols and identify areas of improvement in clinical practice including participation in mortality and morbidity reviews
- 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 other staff members
- 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
- Manage and operate in accordance with Western Health Human Resource policy and practise in all matters relating to recruitment and employment
- 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
- Identify business opportunities through available funding streams and develop and prepare business cases to optimise funding opportunities and business development
- 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 organization
- 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 or Clinical Services Director

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
- Operations Managers
- Clinical Services Directors
- Director, Custodial Health
- Divisional Directors
- Chief Medical Officer
- Executive Director Medical Services

External:

- GPs
- Department of Justice and Community Safety
- Corrections Victoria
- DPFC Management and Operational Staff
- Patients within DPFC
- Community Health Agencies
- Other Service Providers within DPFC
- External Health Services
- Other Senior Medical Staff

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Selection Criteria

Essential:

- Medical Practitioner Registration with Australian Health Practitioners Regulatory Authority
- Specialist General Practice Qualification eg RACGP, FACRRM
- Evidence of relevant clinical experience
- Demonstrated ability to practice collaboratively as part of a multi-disciplinary health care team
- Evidence of leadership skills
- Effective organisation skills, including management and delegation
- Evidence of exceptional communication skills
- Demonstrated skill and maturity in problem solving, negotiation and conflict resolution
- Demonstrated experience of achieving service delivery goals in complex settings
- Evidence of experience in health care quality improvement

Desirable:

- Demonstrated research skills

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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023.
- 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.

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- 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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