

Position Description

Emergency Consultant



The employee will undertake their role in a manner that demonstrates commitment to Ramsay Health Care and its values.

The Ramsay Way

*We are caring, progressive, enjoy our work and use a positive spirit to succeed
We take pride in our achievements and actively seek new ways of doing things better
We value integrity, credibility and respect for the individual
We build constructive relationships to achieve positive outcomes for all
We believe that success comes through recognizing and encouraging the value of people and teams
We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty*

Position Title: Emergency Consultant

Department: Emergency Medical Centre
(please tick ✓ relevant department) Emergency Department

Reports to: Director of Emergency Medicine

Position Summary: Responsible for provision of high standard of service delivery and medical outcomes. Contribute to the development and implementation of innovative strategies that lead to improved operational performance, effective resource management and customer service whilst demonstrating commitment to behaviours consistent with the Ramsay Way.

Qualifications/ Key Selection Criteria

Essential

- Current medical practitioner registration with AHPRA
- Fellowship of Australian College of Emergency Medicine (FACEM)
- Experience in acute health care facility as an emergency registrar/emergency physician
- Highly developed communication and interpersonal skills
- Proven ability to work effectively in a team environment and independently as required

Desirable

- Demonstrated leadership skills
- Experience in leading groups and change programs
- Sound understanding of professional and legislative requirements in a health care setting

Behavioural Attributes

Personal Resilience	Be positive and even tempered in the workplace
Professionalism	Demonstrate honesty, integrity and ethics in the workplace
Leadership	Take responsibility for guiding and directing other's actions to achieve goals
Team Management	Develop and maintains effective interpersonal relationships to work with others in a constructive and collaborative fashion
Communication, Consultation and Change Management	Positively influences others by explaining information and ideas to solicit and engage staff in what needs to be done
Operational Management	Dedicated to meeting both internal and external customer expectations and requirements
Business Development	Take responsibility for guiding the strategies, policies and processes implemented in the department, and assumes accountability for the results achieved

Key Performance Criteria

Element	Criteria
Workforce Management	<p>Workforce Planning & Development</p> <ul style="list-style-type: none">• Undertake an annual workforce analysis of your department to identify current and future workforce needs relating to qualifications and skill set• Manage and monitor recruitment, selection, appointment and retention of appropriately skilled staff and develop strategies for engagement and retention• Where necessary develop strategies to minimise agency usage in line with Ramsay Health Care targets• Where possible develop a succession plan for key positions for your department• Align education and future professional development activities with the strategic direction and requirements of the department, organisation and industry <p>Workforce Utilisation</p> <ul style="list-style-type: none">• Ensure cost effective use of labour to ensure the target for workhours per patient day is met and report on variances.• Ensure rostering practices are appropriate across all shifts in the departments in relation to skill set in order to ensure the appropriate level of service delivery can be achieved• Regularly review leave entitlements in line with organisational targets and develop a plan that enables this target to be met on an ongoing basis <p>Outcome Measures:</p> <ol style="list-style-type: none">1. <i>Achieve Workhour and labour cost targets</i>2. <i>Achieve agency target</i>3. <i>Annual leave liability is reviewed and maintained at appropriate levels</i>4. <i>100% of workforce vacancies are actively managed and filled</i>5. <i>Monthly update of training undertaken by employees in the department as paid and unpaid time</i>6. <i>Mandatory training is tracked and reported on monthly with identified processes to manage poor compliance</i>
Business Development & Change Management	<ul style="list-style-type: none">• Support Ramsay Health Care to grow the business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty• Support growth, business development and respond to the business needs identified by the Executive team and Ramsay Health Care• Engage and liaise with key stakeholders in the promotion and advancement of the organisation• Promote the services and people of the organisation to both internal and external clients• Provide a positive and consultative approach towards managing change• Support and participate as required in the marketing & business promotion activities of the organisation• Ensure opportunities are sought to ensure inclusion of ward/hospital in significant community/healthcare events• Participate in designated meetings and committees and feedback information to staff to ensure all employees of your department are abreast of changes and the future direction of the organisation <p>Outcome Measures:</p> <ol style="list-style-type: none">7. <i>Completion of annual department Business Plan</i>8. <i>100% of actions identified within the Business Plan relating to your department are actioned</i>

Operational Management

- Lead, shape and drive clinical excellence and ensure provision of a high quality medical service to patients in the Unit/Department
- Develop and maintain effective customer relationships with patients, staff, treating Specialists, Medical Officers and visitors
- Provide input into the planning and development of emergency and acute services
- In association with the Director of **Emergency Medicine** /CEO, organise the appointment of medical staff in the centre
- Management of innovation and change in clinical processes in the redevelopment and four hour rule
- Provide a high quality medical service to patients, demonstrating expertise to ensure appropriate assessment, treatment, investigation, discharge/transfer
- Encourage a collegial environment with high levels of communication and support
- Ensure coordinated admissions through the centre by implementing appropriate triage and patient categorisation systems
- Work with the inpatient services, admitting VMO's, Ambulance Service and referring GP's to ensure efficient and appropriate admission process through the centre
- Assist in setting up and running appropriate educational programs for all staff in the centre
- Liaise with external agencies (ie. Department of Veteran Affairs), university, professional colleges and bodies where appropriate
- Manage professional and ethical issues relating to medical staff
- Monitor activity and provide advice regarding adjusting services as required
- Ensure funding arrangements for medical services work appropriately
- Manage relevant emergency centre area budgets
- Oversee clinical governance in the emergency centre including medico legal issues, complaints and clinical outcomes
- Liaise with the support services of pharmacy, radiology and pathology
- Develop and implement medical policies and procedures in the emergency centre
- Report regularly and accurately on activities relating to complaints and clinical outcomes, maintaining complaints databases with up to date information
- Establish effective data collection systems for the collection of statistical data in areas of speciality
- Act as a role model particularly in relation to customer service, provision of education and professional development
- Participate in Hospital committees where appropriate (ie Medical Advisory Committee)
- Ensure that all relevant documentation is completed in an accurate, sufficiently detailed and legible manner in accordance with relevant standards and requirements
- Actively participate in Quality Clinical activities as directed
- Participate in all Department / Hospital meetings as requested

Outcome Measures:

9. *Consumables are managed in line with budget targets*
 10. *Feedback from all stakeholders is positive and actions plans are developed to address issues in a timely manner*
 11. *100% of consumer complaints are managed in accordance with Ramsay Health Care Policy and process for Complaints Management*
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**Leadership,
Management &
Communication****Ramsay's 10 Management Principles**

- As a manager you will practice and support the following Ramsay Health Care Management principles:
 - *We aim to be industry leaders in all areas of our business*
 - *We have a decentralised management structure but with key functions centralised when it adds value*
 - *We encourage our managers to conduct their hospitals as autonomous business units and achieve prominence in their local communities with support of the Ramsay brand nationally*
 - *We strive for continuous quality improvement and better outcomes for all*
 - *We strive to build positive partnerships with doctors and other stakeholders in our business*
 - *We are committed to managing and recognising staff performance*
 - *We provide staff at all levels with career enhancement and professional development opportunities*
 - *We are committed to achieving financial and operational performance targets*
 - *We are committed to encouraging and developing teaching and research in the private hospital sector*
 - *We encourage the development of our special culture known as "The Ramsay Way"*

Leadership & Team Building

- Demonstrate creative and innovative leadership in line with corporate responsibility principles and the Ramsay Way vision and values. Corporate responsibility requires the management of Ramsay's impact on society and the environment through its operations, products or services, and through its interaction with key stakeholders such as employees, customers, investors, communities and suppliers
- Promote effective team building strategies to ensure a cohesive and supportive structure exists within the department/Hospital
- Promote a shared vision between all team members
- Act as an advocate for both patients and staff within the department
- Empower staff to be involved in decision making and implementation of corporate responsibility measures within the department and organisation
- Be a positive role model for the team while fostering a culture that is positive, free from blame and forward thinking while supporting staff to meet their goals
- Promote and encourage the professional development of all staff through transformational leadership
- Assist in measuring workplace culture and implementing actions that support the findings to ensure a positive workplace culture is maintained

Communication & Consultation

- Participate in designated meetings and committees as required, and feed back relevant information to ensure that staff are aware of changes, issues and/or the future direction of the department/organisation
 - Communicate openly, succinctly & articulately ensuring strong positive relationships with all staff and stakeholders
 - Develop and maintain effective working relationships with team members, and foster a cohesive, constructive & collaborative team working environment
 - Develop and maintain effective relationships with Visiting Medical Officers and key stakeholders to facilitate excellence in patient care and service delivery
 - Conduct department meetings in line with organisational requirements ensuring there are documented minute/ action plans to address outcomes from each meeting
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**Leadership,
Management &
Communication
(cont)****Performance Management**

- Ensure annual performance reviews are conducted with all department staff within the designated timeframe or more frequently if required, and for new employees within the probation period, using the Ramsay Health Care Performance Review & Development Policy and tools
- Proactively manage the health, safety and well-being of team members and treat employees fairly, equitably and with respect
- Implement the principles of performance management by ensuring the ongoing identification of performance gaps and introduction of a valid reward system which ensures recognition and reward for high performance / desirable behaviours to help build and maintain a sustainable positive culture
- Performance manage staff in a professional timely manner in line with Ramsay Health Care requirements and guidelines
- Provide regular, meaningful feedback to team members on their performance, recognising both positive performance examples and providing constructive feedback on areas needing improvement
- Ensure new employees are oriented to Ramsay Health Care, the organisation and the department in a timely and professional manner
- Ensure all staff attend mandatory education sessions as scheduled

Outcome Measures:

12. *100% of staff participate in Performance Development Review process*
 13. *Frequency of departmental meetings is in line with organisational directives with documented minutes, action plans and outcomes available*
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**Continuous
Improvement**

- Comply with each and every policy and procedure relevant to this position to ensure the effective and safe operation of the organisation and the welfare and interests of all employees
- Complete an Annual Continuous Improvement/ Risk Management Plan and contribute to Hospital strategic plan each year
- Continually examine opportunities for continuous improvement and develop and maintain a culture of change in line with best practice
- Encourage staff / departmental involvement in staff satisfaction surveys
- Support and encourage improvement programs as highlighted in staff or patient satisfaction surveys, including addressing any individual needs highlighted (eg. Press Ganey surveys)
- Support staff within your unit to participate in and document projects on the annual departmental Continuous Improvement and Risk Plan and report these at the required committees
- Where indicated collect, analyse and report on relevant clinical indicators specific to your department
- Demonstrate knowledge of all legislative requirements and Australian Standards that relate to your department, while implementing and support evidence based practice
- Support a culture of Continuous Performance Improvement

Outcome Measures:

14. *Annual Quality & Risk Management plan completed and updated across the year*
 15. *Report at relevant committees current quality activities/ projects being undertaken/ completed*
 16. *Press Ganey / Accreditation (eg EQUiP/ ISO) results were reviewed and action plans developed where necessary to address relevant recommendations*
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**Professionalism
& Personal
Resilience**

- Act in a professional manner at all times when dealing with all internal & external stakeholders and exhibit values in line with the principles of *The Ramsay Way*
 - Promote the company in a positive manner both internally and externally
 - Actively seek out education and further learning to ensure skills meet the changing needs of the department, the Hospital, and the relevant professional body
 - Recognise and tolerate individual differences in others including gender, sexual preferences, age, disability and culture
 - Ability to demonstrate a good work ethic that includes punctuality, integrity, respect of others and a commitment to professional practice
 - Understand and adhere to the *Ramsay Code of Conduct, Confidentiality Privacy & Intellectual Property Policy, Safety Community & Environment Policy* and *Discrimination, Bullying & Harassment Policy*
 - Participate in the annual Performance Development Review process
 - Dress and personal presentation reflect the professional requirements of Ramsay Health Care, and adhere to the *Ramsay Dress Code & Appearance Policy*
 - Assist staff to understand, and foster awareness of, corporate responsibility principles
 - Promote best practice in line with Ramsay policies & procedures
 - Have a sound knowledge of your current profession including policies and practices and be able to initiate, manage and nurture a culture that embraces change in accordance with best practice, organisational policies and procedures and state legislation.
 - Demonstrates a commitment to the profession through memberships to appropriate professional organisations and special interest groups
 - Complete organisational and unit specific competencies annually or as required
 - Maintain Continuous Professional Development Portfolio/ Educational Attendance in line with the requirements of the *Nursing & Midwifery Board of Australia* and the *Health Professions Registration Act 2007 (Nursing only)*
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**Risk
Minimisation****Workplace Safety**

- Attend facility workplace health & safety training including face-to-face orientation & mandatory training sessions (including Manual Handling and Emergency Procedures)
- Comply with the requirements of the Ramsay *Orientation & Mandatory Training Framework* by ensuring you personally complete the relevant compulsory online annual mandatory training modules
- Facilitate employees' attendance at all relevant workplace health & safety education and training sessions (including Manual Handling and Emergency Procedures training)
- Ensure compliance with the requirements of the Ramsay *Orientation & Mandatory Training Framework*, including ensuring new employees have undertaken relevant online orientation prior to commencement, and facilitating compulsory online mandatory training annually for all team members
- Contribute to health and safety to ensure a safe work environment for clients, community, staff and visitors
- Ensure safety is an agenda item for meetings outlining issues & actions required/ taken
- Ensure all employees/ contractors working within your area of responsibility have been properly oriented and trained as required to perform tasks safely, including having undertaken online orientation modules on safety requirements as required
- Ensure the workplace safety representative in your department has adequate allocated time to perform their required safety duties and audits
- Review all health and safety related reports including Ramsay National Safety Team reports, and take appropriate action
- Communicate regularly with your department's workplace safety representative on relevant workplace safety matters
- Ramsay Health Care Workplace Safety Standards and National Safety Guidelines are adhered to

Injury Management

- Complete injury management training and updates as indicated by Ramsay Health Care
- Report all workplace injuries in line with Ramsay Injury Management policies & procedures
- Participate in the rehabilitation of injured workers, in consultation with the Return to Work Coordinator

Clinical Incident Management

- Foster an environment where incident identification is encouraged
- Support staff with relevant training to utilise RiskMan
- Review all incidents/ accidents relating to your department ensuring all fields within the report are completed indicating correct risk rating along with corrective and preventative actions undertaken for each event.
- Assist in the investigation and completion of the contributing factors for incidents rating as a risk rating 1 or 2 as required
- Monitor trends in data and implement actions to address as required

Infection Control

- Ensure compliance with Infection Control policies & procedures
- Facilitate and action recommendations from infection Control Audits as required and report status at relevant committees

Outcome Measures:

17. *0 Lost Time Injuries in clinical departments*
 18. *100% of department Clinical Incidents are completed ready for posting by the 15th day of the month*
 19. *100% of Root Cause Analysis are completed when indicated*
 20. *100% of outcomes from Root Cause Analysis relating to Educational needs are actioned (** strong alignment exists between clinical education outcomes & risk management priorities)*
 21. *100% completions recorded as per requirements for staff departments*
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Employee Signature: _____

Date: _____

Signature: _____