

# Position Description

<b>Role Title:</b>	<i>Head of Unit - Emergency Medicine</i>
<b>Classification:</b>	<i>By negotiation</i>
<b>Industrial Agreement:</b>	<i>AMA Victoria - Victorian Public Health Sector - Medical Specialists Enterprise Agreement 2018-2021</i>
<b>Work Unit/Location:</b>	<i>Emergency Medicine / Sale</i>
<b>Reports to:</b>	<i>Executive Director Medical Services</i>

## A. About the Service:

Central Gippsland Health (CGH) is a subregional health service and the major provider of health and aged care services in the Wellington Shire.

CGH provides acute care as part of an integrated service delivery model across Wellington Shire and beyond. The service provides beds across three campuses (Sale, Maffra and Heyfield).

Acute services are situated at Sale with some acute beds located at Maffra and Heyfield. CGH provides specialist medical, surgical, obstetrics and gynaecology and paediatric services including Level 2 Nursery and some general practice inpatients. There is also a number of visiting services including renal medicine, dermatology, vascular, urology, IVF, ophthalmology, ENT and ERCP.

CGH provides 24/7 on-call cover and medical services for Emergency Department and admitted patients specifically requiring internal medicine physician expertise. A 6 bed Intensive Care Unit / Critical care Unit (ICU/CCU) provides support for critically ill patients, including ventilated patients. The Physician team also provides expertise in supports subspecialties including Cardiology, Stroke, Aged Care and Rehabilitation, Respiratory and Sleep. Visiting physician services include, Oncology, Haematology, Palliative Care, Cardiology, Nephrology, Gastroenterology and Pain management.

The emergency department has approximately 16,000 attendances per annum with a complexity mix similar to other sub-regional health services in Victoria.

## B. Purpose of the Position:

To provide and support the effective and efficient delivery of emergency medical services for CGHS as a department head, clinical leader and teacher within the Emergency Department consistent with approved scope of practice and CGHS emergency services capability. This will occur within the principles of care coordination, where patients/clients/residents have access to a highly coordinated, person centred health care and community support system.

## C. Key Objectives, Duties and Responsibilities:

*Specific responsibilities include:*

The Head of Unit reports to the EDMS and Consultants within each speciality report to the Head of Unit who acts as a Department Head. The key responsibilities of the Head of Unit include:

- Provide and oversee the provision of medical services in the emergency department.
- Provide leadership and support for planning, organisation, coordination and evaluation of emergency department activities.
- Support the provision of ethical practice of emergency medicine within the department.
- Directly supervise and support the medical workforce in the department.
- Act as a liaison with health service administration and senior medical staff.
- Provide support and facilitation of learning opportunities for junior medical staff and undergraduate and graduate students from all disciplines.
- Direct and coordinate training for medical interns undertaking emergency medicine rotations.
- Support the Nursing Unit Manager to manage the emergency department efficiently and effectively to achieve financial and service delivery targets and objectives, including those relating to waiting times and length of stay.
- Rostering of medical staff supported by medical administration

- Monitoring of the appropriate referral to pathology and medical imaging to support clinical decision making

*Generic Capabilities include:*

Care Coordination

- Understand the general concepts of an ageing population, chronic disease, ambulatory care sensitive conditions, and response from the health and aged care sector
- Has knowledge of general concepts of care coordination, multidisciplinary teams and interdisciplinary processes
- Understands general care coordination processes as they relate to your care setting
- Understands and supports intake role and streamlined service booking systems with regard to your service
- Understands and supports person centered care as it applies to patient/client determined goals, assessment, care planning and multidisciplinary service delivery planning
- Effectively accesses service directory to provide information and access service for people
- Understands concepts of and provides targeted health promotion and health coaching for clients/patients
- Completes or contributes to the completion of the initial needs' identification/assessment and other relevant tools

Continuous Improvement

- Continuously looks for and contributes to continuous improvement opportunities.
- Understands and effectively uses CGHS "Riskman Q" quality improvement system.
- Actively manages and monitors continuous improvement processes.
- Fosters creativity and innovation and models innovative work practices.
- Supports the translation of ideas and concepts into practical solutions or outcomes.
- Supports the implementation of innovations.

Manage Workplace Safety

- Establishes and or maintains CGHS OH&S system within responsibility areas.
- Establishes and or maintains participative arrangements for the management of OH&S.
- Establishes and or maintains procedures for identifying hazards, and assessing and controlling risks, including using "Riskman", incident reporting and risk management system.
- Establishes and or maintains a quality OH&S management system including using Riskman Q quality improvement system.

Digital Literacy Skill Set

- Effectively utilises digital and electronic systems to provide patient care, clinical governance, and manage administrative duties

Manage Personal Work Priorities and Professional Development

- Commits to on-going professional and capability development consistent with the CGHS Workforce Capability Framework.
- Effectively implements CGHS Workforce Capability Framework.
- Access, complete and record your own professional development opportunities.
- Ensure that you have read the Strategic Plan for CGHS and participate in the development of a workforce capable of meeting the services delivery and strategic goals and objectives.

Maintain an Effective Health Work Environment

- Effectively behaves in accordance with CGHS policies and procedures in relation to role responsibilities, inclusive of organizational requirements, for example:
  - Access, Use and Disclosure of Information
  - Equal Opportunity
  - Whistleblowers Protection
  - Dispute Resolution - Grievance Procedure
  - Workplace Bullying and Harassment
  - The Privacy Principles
  - Code of Conduct for Victorian public sector employees

- Manage your own behavior in a way which enables sustained performance and an appropriate work/life balance.
- Actively supports CGHS organisational culture through role modeling CGHS organisational values.
- Successfully manages the team's performance in accordance with CGHS policies and procedures.

#### Develops a workplace learning environment

- Creates learning opportunities
- Facilitates and promotes learning
- Provides support and supervision to relevant staff

#### Service Excellence

- Exhibits knowledge and commitment to excellent customer service.
- Achieves high levels of service excellence.

#### Communicates and Works Effectively within the Health Environment

- Expresses an understanding of what is expected in relation to written and verbal communication within the work area and ensures communications contain necessary information to achieve their purpose.
- Displays professional empathy.

#### *Generic Responsibilities include:*

- Work collaboratively with all members of the multidisciplinary team to facilitate integrated person-centred care leading to timely and effective client discharge.
- Actively support care coordination for patients with chronic disease or complex needs.
- Actively participate in quality activities and accreditation processes in accordance with standard practice.
- Manage OH&S consistent with overall OH&S programs, policies and procedures within CGHS and also: look after your own health; look out for the health and safety of others in the workplace; follow safe work practices; report hazards and injuries; participate in agency health promotion initiatives and support healthy lifestyle choices for staff.
- Contribute extensively to the development of an annual capability development plan designed to support you to:
  - achieve your personal goals and objectives;
  - live ethically within your personal value system; and
  - enthusiastically support CGHS to achieve our strategic and service delivery goals and objectives
- Support patient, client and community participation in decisions in all aspects of the service
- Work within agency policies, procedures and code of conduct
- Participate in mandatory education as it relates to your specific role and responsibilities. This may include:
  - Fire Safety
  - Manual Handling / Back Care
  - Minimal/No Lift
  - CPR
  - Infection Control - as it relates to the employees designated work role
  - Cultural competence
  - Code of conduct
  - Bullying and harassment
  - Others as mandated

## D. Leadership Capabilities

Capability Heading		Level of Capability
1. Leads Self	<ul style="list-style-type: none"> <li>- Is self-aware</li> <li>- Seeks out and takes opportunity for personal developments</li> <li>- Has strength of character</li> <li>- Links own performance to the performance of CGH</li> </ul>	Advanced
2. Engages Others	<ul style="list-style-type: none"> <li>- Values diversity and models cultural awareness</li> <li>- Employs a collaborative approach to innovation and change</li> <li>- Strengthens consumers, colleagues and others</li> </ul>	Advanced
3. Achieves Outcomes	<ul style="list-style-type: none"> <li>- Influences and communicates the direction</li> <li>- Is focussed and outcome orientated</li> <li>- Evaluates progress and is accountable for results</li> </ul>	Advanced
4. Enables and Supports Innovation	<ul style="list-style-type: none"> <li>- Champions the need for innovation and improvement</li> <li>- Builds support for change</li> <li>- Positively contributes to spreading innovative practice.</li> </ul>	Advanced
5. Shapes Systems	<ul style="list-style-type: none"> <li>- Understands and applies systems thinking</li> <li>- Understands and works through resistance and other impediments to change</li> <li>- Demonstrates political awareness and builds support for change</li> </ul>	Capable

## E. Management Capabilities

Capability Heading	Level of Capability
1. Financial Management	Capable
2. People Management	Capable
3. Team Development	Advanced
4. Information and Knowledge Management	Advanced
5. Project Management	Capable
6. Resource Management and Commercial Acumen	Capable
7. Person Centred Care and Customer Service	Advanced
8. Continuous Improvement and Innovation Methodologies	Advanced
9. OH&S and Workplace Safety	Capable

## F. Technical Capabilities:

Mapped to ACEM (Australasian College for Emergency Medicine) eight competencies Curriculum Framework at an advanced level, which include:

- Medical Expertise
- Communication

- Prioritisation & Decision Making
- Scholarship & Learning
- Teamwork and Collaboration
- Professionalism
- Leadership and Management
- Health Advocacy

### G. Job Requirement Criteria

**Mandatory:**

1. Eligible for Registration with Australian Health Practitioner Regulation Agency (AHPRA)
2. Certificate or Diploma in emergency medicine, ACRRM Generalist Emergency Medicine or equivalent capability and preparedness to undertake such a qualification.
3. Certification in ELS and either EMST, ACME, EMAC, APLS or APEM or equivalent

**Desirable:**

1. Significant experience providing emergency medicine including experience supporting and training junior medical and clinical staff and undergraduate students.

**Other:** A Police Record Check regarding any criminal record will be required prior to finalisation of the appointment and updated every three (3) years.

This Position Description will be reviewed on an annual basis in keeping with changing requirements.

<b>Reviewed By:</b>	Director of Medical Services
<b>Last Review Date:</b>	November 2020
<b>Date to be Reviewed:</b>	November 2021

I have read and understand the contents of the position description:

Employee's Signature:

Date: / /