



Retrieval Registrar

POSITION DETAILS

Employment Type	As contained in the Heads of Agreement between the Australian Medical Association (Victoria) Ltd, Australian Salaried Medical Officers' Federation (Victorian Branch), the Department of Human Services and Victorian Hospitals Industrial Association made on 31 July 2018 (Victorian Public Health Sector - Doctors in Training Enterprise Agreement 2018-202), or any subsequent instrument which replaces it
Division / Department	Complex Care / Adult Retrieval Victoria
Reports To	Clinical Lead
Direct Reports	No
AV Capability Framework	Tactical Delivery

ROLE PURPOSE

To provide for the safe and effective acute inter-hospital transfer of critically ill patients from the receiving hospital to the destination hospital including clinical management en route.

AV Mission

We improve the health of our community by delivering innovative, high quality ambulance services.

AV Values

- **Being Respectful:** We treat our colleagues, patients, customers and members of the community with courtesy, respect, dignity and compassion. We share responsibility for creating an environment that demonstrates equality and is free from harassment and discrimination.
- **Working Together:** We are committed to working in a collaborative environment, seeking out the diverse knowledge and experience of others and building effective working relationships to deliver on our mission.
- **Being Accountable:** We trust and empower each other to deliver on our commitments, take ownership for our work and are answerable for our actions.
- **Openly Communicating:** We are committed to open, honest and transparent communication that builds trust and effective relationships, leading to better outcomes.
- **Driving Innovation:** We drive innovation by finding day to day efficiencies and improved ways of working. By using our creativity we identify and drive changes that will allow us to better serve our patients and community.

Key Accountabilities

ELEMENT	ACCOUNTABILITIES
CUSTOMER / PATIENT (Achieving satisfactory outcomes through delivering high standards of customer service and patient care)	<ul style="list-style-type: none"> • Respond as required to assist in the transport of critically ill patients between hospitals in accordance with policies and procedures • Communicate and coordinate effectively with the receiving unit at the destination hospital in regards to the patient's condition • Ensure that accurate and relevant patient documentation is recorded during the retrieval mission and that appropriate documentation relating to each retrieval is completed and returned to ARV in accordance with ARV policies and procedures • Develop and maintain positive relationships with various stakeholders to assist in the delivery of a safe and seamless service to the community • Attend quality and staff meetings as required
PROCESS IMPROVEMENT (Improving efficiency or quality of work processes or services)	<ul style="list-style-type: none"> • Comply with hospital and AV policies and procedures when in those working environments • Participate in quality improvement activities as required (including immediate reporting of any adverse events to the Director ARV)
PEOPLE	<ul style="list-style-type: none"> • Attend training and/or orientation courses and sessions as required to effectively perform the required role (e.g. equipment familiarisation sessions)

(Enhancing the ability of people to perform their roles and building a great place to work)

Key Selection Criteria

QUALIFICATION

- Legally qualified medical practitioner registered in the State of Victoria
- Appropriate status as an advanced trainee of good standing in Emergency Medicine, Anaesthesia or Intensive Care Medicine

ROLE SPECIFIC REQUIREMENTS

- Experience in the specialist training program such that the practitioner is highly competent, in the final phase of training, capable of relatively independent management of critical care patients, including advanced airway and other critical care interventional procedures.
- Previous experience in the field of medical retrieval is desirable
- Interpersonal and influencing skills to ensure style and techniques are appropriate to gain the cooperation of others at all levels within the health industry
- Ability to operate under pressure in a stressful environment and appropriately handle information of a highly sensitive nature
- Problem solving skills to enable the identification of problems, analysis of options and appropriate resolution within the required time frame
- The preferred candidate may be required to undergo security checks such as police record

Important Information

- AV is an EEO employer. All employees must understand, support and adhere to the principles covered in the AV Workplace Respect Policy
- Applicants must be an Australian citizen, Permanent Resident, or hold a valid work permit or visa
- The successful candidate will be employed pursuant to Ambulance Victoria Policies and Procedures along with the relevant Agreement
- The position description is indicative of the initial expectation of the role and subject to changes to organisational goals and priorities, activities or focus of the job
- Recipients of VPS departure packages should note that re-employment restrictions apply
- By applying for this position within Ambulance Victoria (AV), you agree to undertake an assessment of any Secondary Employment or outside interests. This is required to ensure there is no perceived or actual conflict of interest for AV should you be successful and commence in the new role

Privacy Notification

Ambulance Victoria requires declarations and personal information relevant to your employment. The collection and handling of the information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

AUTHORISATION

Business Manager
Date:

Director Complex Care
Date: