



ROLE DESCRIPTION

Role Title:	Executive Director, Medical Services
Classification Code:	MD2
LHN/ HN/ SAAS/ DHA:	Limestone Coast Local Health Network (LCLHN)
Role reports to:	Chief Executive Officer
Role Created/ Reviewed Date:	Reviewed February 2024
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> NDIS Worker Screening Check
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C
Officer WHS Duties:	<input checked="" type="checkbox"/> As an WHS defined Officer you must exercise Due Diligence as per <i>Work Health and Safety Act 2012 (SA)</i>

ROLE CONTEXT

Primary Objective(s) of role:

The Executive Director, Medical Services (EDMS) is accountable to the Chief Executive Officer, Limestone Coast Local Health Network (LCLHN) for leading and managing the medical workforce to achieve the LCLHN's strategic goals, in relation to the delivery of safe and effective clinical services. The EDMS works with the Leadership team to provide expert clinical advice and support and ensures effective governance of clinical care.

The EDMS provides leadership to the Quality Risk and Safety team and oversight and coordination of the medical workforce to ensure a safe and effective workforce. The EDMS is responsible for developing the network as a site for training and developing the next generation of the medical workforce.

The EDMS supports service coordination across the breadth of the network's service delivery models and enables the organisation's strategy through effective relationships with external stakeholders.

Direct Reports:

- > Heads of Unit
- > Director Medical Services
- > Medical Liaison Officers
- > Regional Quality Risk and Safety Manager
- > Director Clinical Training
- > Registrars working within the office of the EDMS
- > Oversee the supervision and professional management of all Registrars and trainee medical officers employed by or rotated to the LHN

Key Relationships/ Interactions:

- > Accountable to the LHN Chief Executive Officer.
- > Coordinates medical service contracts, Rural GP Agreement contracts, works closely with staff specialists and communicates effectively with resident and visiting specialists.
- > Is a member of the LHN Leadership Team and works closely with the all member of the team.
- > Works collaboratively with other LHN Executive Directors of Medical Services, Clinical Directors and Advisors.

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Challenges associated with Role:

Major challenges currently associated with the role include:

- > Australia-wide challenges in providing a sustainable and effective rural/regional medical workforce
- > The developing independent governance of the organisation.
- > Influencing positive change within a matrix structure where combinations of direct and professional reporting relationships exist.

Delegations:

As per the LHN Human Resource Delegations and Authorisations and the LHN Financial Delegations.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *As a WHS defined Officer for SA Health, exercise due diligence to ensure SA Health compliance with Section 27 of the Work Health and Safety Act 2012 (SA), and take reasonably practicable steps to support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative requirements".*
- *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.*
- *Relevant Australian Standards.*
- *Duty to maintain confidentiality.*
- *Smoke Free Workplace.*
- *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

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Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

The Limestone Coast Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Limestone Coast Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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- > A current Driver's Licence is essential. Some intra/ interstate travel required.
- > Rights to Private Practice in accordance with the Private Practice Agreement should the EDMS wish to undertake a direct clinical role (part time).
- > Will be permitted to be involved in direct medical care in agreed areas and as required on an emergency basis, in line with the EDMS's appropriate credentialing and scope of practice.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Safety and Quality: to ensure high quality and safety standards of patient care</p>	<ul style="list-style-type: none"> > Mentor and support the Regional Quality Risk and Safety Manager to achieve the functions of the Quality Risk and Safety Unit and set strategic directions for the unit. > Implementation of the SA Health Clinical Services Capability Framework, clinical policies and best practice clinical protocols, ensuring that service delivery in the region align with this quality and safety framework. > In partnership with the Executive Director of Nursing & Midwifery (EDONM), leading the regional Clinical Governance structure, including relevant committee and reporting functions. > Facilitating the implementation of effective clinical review mechanisms, morbidity and mortality reviews and quality improvement processes. > Contributing to the achievement of organisational accreditation. > Liaising with other service providers to promote continuity of care and access to emergency and specialised services. > Promoting patient-focused service delivery and respect for patient rights, seeking feedback in evaluating services and responding to patient complaints. > Investigating patient complaints and prepare correspondence and reports relating to medico-legal and insurance matters. > Systematically identifying and addressing risk to service delivery. > Investigating incidents and leading Root Cause Analysis processes. > Ensuring appropriate availability and control of the use of drugs by medical staff. > Providing leadership on anti-microbial stewardship.
<p>Quality Improvement in line with National Standards</p>	<ul style="list-style-type: none"> > Participate in and provide support to staff in the Quality Improvement and Accreditation process. > Formulate, implement and review clinical policies (in conjunction with SA Health), procedures and local worksite instructions for the service. > Maximise the participation of consumers and carers in the planning and evaluation of services. > Evaluation and continuous improvement of work practices and services. > Provide leadership in implementing new models of care by engaging and working with all frontline medical and other clinical staff. > Provide support as required in the local implementation of EMR and other relevant clinical information systems. > Support medical staff in undertaking research and quality improvement projects. <p>The Executive Director, Medical Services will promote and develop continuous quality improvement in Clinical and Medical practice within the Limestone Coast LHN by:</p> <ul style="list-style-type: none"> > Being primarily responsible for establishing and maintaining a Clinical Risk Management and patient safety program that adopts the relevant principles promoted by the Australian Commission on Safety and Quality in Health Care at State and national levels. > Working closely with the regional Quality Manager and Clinical Risk Coordinator in health units.

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	<ul style="list-style-type: none"> > Working closely with medical staff, Directors of Nursing and allied health staff internally and externally.
<p>Human Resource related functions – management and recruitment of medical officers.</p>	<ul style="list-style-type: none"> > The Executive Director, Medical Services shall ensure the appropriate Human Resource principles are followed and applied to medical staff working within the health services and across the LHN by ensuring: > Adherence to the relevant guidelines occurs in a manner consistent with the role and functions of the organisation and within the limits of the resources available. > A safe and healthy working environment for all employees is maintained. > Proper orientation processes for all medical staff and contractors, and their ongoing performance management and development. > Information relating to staffing levels, turn-over rates and absenteeism for future planning and the development and maintenance of a medical workforce plan for the relevant region is developed consistent with the Limestone Coast LHN Strategic Plan. > The appropriate procedures are in place for the recruitment, credentialing, privileging and appointment of medical staff. > Leave for staff is allocated fairly, while maintaining adequate medical cover to meet rostering needs. > The professional and personal development of medical staff is facilitated and the development of strategies to improve competencies of personnel occurs.
<p>Ensure effective management of medical services and education/teaching</p>	<ul style="list-style-type: none"> > Oversight of the delivery of safe, high quality medical care, including clinical governance and facilitation of appropriate audit processes. . > Recruitment, orientation and management of medical staff, locums and medical service contracts as required at the regional level. > Ensuring adequate and competent medical personnel are available and rostered to provide the desired range of medical services. > Developing and managing the medical staff budget. > Ensuring junior medical staff achieve appropriate competencies as required by the specialist colleges, the South Australian Medical Education and Training Health Advisory Council and the Medical Board of Australia. > Coordinating the provision of clinical supervision and appropriate continuing education programs for trainee medical practitioners, salaried staff and medical students, as appropriate at the regional level. > Liaising with clinical services and coordinating medical rotation placements with other teaching hospitals. > Strategic leadership and oversight of regional medical workforce training programs and the Medical Education Unit, in conjunction with the relevant universities and metropolitan health units. > Effective communication and service coordination between resident and visiting Specialists, Salaried Medical Officers, General Practitioners, SA Ambulance, MedSTAR retrieval service, Rural and Remote Mental Health Service, SA Pathology, SA Pharmacy, local imaging providers and other clinical services.
<p>Contribute to effective service planning and development</p>	<ul style="list-style-type: none"> > Involvement as a member of the regional leadership team in settling the strategic directions, planning and management of medical services. > Working with other service delivery managers and health units to promote continuity of care, better client management in the community and the hospital avoidance strategies.

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	<ul style="list-style-type: none">> Provide advice to the Regional Director on medical service and workforce matters.> Assisting in developing clinical network links with Country LHNs and metropolitan based services in line with State-wide Clinical Networks.> Providing clinical input to the development of budget and service planning decisions.> Coordinating the review and audit of fee for service and expense claims by visiting and salaried medical officers where required, and liaising with relevant site Director of Nursing / Executive Officers as appropriate to address any issues arising.> Ensuring medical records are appropriately kept.> Monitoring equity and accessibility of services to all groups in the community.> Contributing to settling clinical objectives and priorities for the development of services across the health services.
Professional Development	<ul style="list-style-type: none">> Maintain own professional knowledge and skills through the participation in personal and professional development activities.> Participate in regular performance reviews and evaluation of own practice.> Ensuring that the salaried medical workforce within the region has undertaken an annual performance review.> Learn, practice and lead on patient safety and quality improvement knowledge and skills.

Knowledge, Skills and Experience

Educational/Vocational Qualifications

- > Bachelor of Medicine; Bachelor of Surgery (MBBS) or equivalent. Appropriate Specialist Qualifications (i.e. FRACMA, or working towards) and registerable with the Medical Board of Australia as a Medical Practitioner with Specialist registration.

Personal Abilities/Aptitudes/Skills:

- > Experience in innovative and high-quality contemporary service delivery.
- > Professional commitment to the principles of quality, clinical governance and patient safety.
- > Strong and effective leadership skills with the ability to engage, motivate, build trust and inspire others to achieve objectives.
- > Continuing commitment to professional development consistent with scope of practice.
- > Strategic foresight: ability to think strategically at a system wide level, with the ability to execute vision.
- > A change leader, motivated by continuous improvement and able to drive transformational change.
- > Demonstrated ability to evaluate group and individual performance against agreed objectives.
- > Exceptional communication and presentation skills.
- > Personal integrity and a strong reputation for ethical conduct.
- > Demonstrated personal qualities and skills to resolve interpersonal conflicts and solve problems in a positive manner.
- > Demonstrated capacity to effectively manage in an environment of dynamic change and financial constraint.
- > Demonstrated ability to lead and sustain a learning culture in a health environment.

Experience

- > Experience in providing medical leadership to a complex multi-disciplinary organisation in a climate of continuing change, increasing the effectiveness and accountability of the organisation and/or programs.
- > Experience in the preparation, implementation and evaluation of strategic plans, policies and strategies dealing with complex issues.
- > Experience in the management of risk and increasing the effectiveness and accountability of risk management strategies and organisational operations.
- > Experience in leading and enabling continuous improvement activities.
- > Experience in the management of contracts.
- > Demonstrated success in the effective management of human, financial and material resources.

Knowledge

- > Demonstrated knowledge of public health system operations, particularly as they related to acute and primary health care services across the continuum of care.
- > An understanding of the emerging directions within health services, nationally and internationally.
- > Awareness and sensitivity of the diversity of Aboriginal culture and community groups and the associated protocols when working with Aboriginal people and communities.
- > Knowledge of the political and socio-economic factors that impact on health services.
- > Knowledge of the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Occupational Health Safety and Welfare Act, utilising AS/NZ 4360 Risk Management or to an equivalent set of standards.
- > Demonstrated knowledge of the National and State directions in relation to quality and safety.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Tertiary qualification in Health Management or Business Administration.
- > Other Post Graduate specialist, research or educational qualifications.

Experience

- > At least 5 years' experience in Medical Administration in a clinical service or health unit.
- > Experience at senior management level in a Hospital in Australia.
- > Planning and implementing medical quality assurance and peer review activities.
- > Experience in the conduct of clinical research and research translation.

Knowledge

- > Broad knowledge of the South Australian Health system, its component parts and their interrelationships.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Limestone Coast Local Health Network:

Residents within the Limestone Coast Local Health Network have access to a wide range of health care services. The Limestone Coast region covers a large geographical area which consists of the Upper and Lower South East, and extends all the way to the Victorian border.

Services provided within the South East region include accident and emergency, day and inpatient surgery, aboriginal health, obstetric services, community health and aged care services.

We have Health facilities located within Mount Gambier, Bordertown, Kingston, Millicent, Naracoorte and Penola. The links below can be used to navigate to detailed information on the different Hospital and Aged Care sites, as well as Country Health Connect.

The health units within the Limestone Coast LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

Values

LCLHN Values

The values of LCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

Integrity	<ul style="list-style-type: none"> > We know integrity involves not only doing what is right when everyone knows, but also when no one is watching > We recognise the importance of our work and display a high standard of professionalism > We do what we say and say what we mean
Honesty	<ul style="list-style-type: none"> > We engage in open, clear and honest communication > We are transparent and truthful in our actions > We acknowledge our strengths, limitations and mistakes and learn from these for improvement
Courage	<ul style="list-style-type: none"> > We have the courage to speak up and respectfully challenge others > We are committed to being a high performing team and support a culture that fosters continued progress and growth > We show resilience in the face of adversity
Care	<ul style="list-style-type: none"> > We provide compassionate, appropriate and safe care in a supportive and nurturing environment > We partner with consumers, family members and carers to help them make decisions and support them along the care continuum > We create a culture of care where staff are supported and positively engaged in their work
Respect	<ul style="list-style-type: none"> > We seek to understand and value others by putting ourselves in their shoes > We listen attentively, communicate openly and act without judgement > We recognise and welcome diversity within our community and our staff

Code of Ethics

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Aboriginal Health

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: