

POSITION DESCRIPTION

NSLHD - Staff Specialist - Medical Administration - Director Medical Services Northern Beaches Hospital



Northern Sydney
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Staff Specialist
State Award	Staff Specialists (State) Award
Category	Specialist Medical & Dental Practitioner Specialist Medical Administration (SMDO)
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The Director of Medical Services is responsible for providing expert professional and clinical leadership in the strategic and operational management of Medical Services and the Medical Workforce unit. The Director, Medical Services role is a senior member of the NBH Executive, and as such participates in all decisions and accountabilities regarding the management of the Health Service. The DMS has primary responsibility for:

- Medical workforce – its efficient deployment, recruitment, wellbeing, cost and sustainability
- Leadership of key National Safety and Quality Health Service Standards including Medication Safety and Blood Management
- The coordination of the effectiveness, quality and safety of clinical operations
- Strategic and operational management of Medical Services and the Medical Workforce Unit
- NBH site lead on medicolegal matters, including preparation of materials, collaboration with counsel and support for staff and the various medicolegal processes
- Support for the coronial process and coronial matters, as they pertain to NBH
- Oversight of the complaints, complaints resolution and open disclosure processes
- Support and professional assistance to Divisional Clinical Leaders and Divisional Directors in fulfilling their respective operational portfolio responsibilities, including clinical governance activities and medical staff performance management requirements
- Leader in the governance and management of care systems and processes within NBH, including descriptions and

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analysis, identification of issues; opportunities and links to financial and other business objectives.

- The DMS also plays a leading role in the governance and management of care systems and processes within NBH, including descriptions and analysis, identification of issues; opportunities and links to financial and other business objectives.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL CRITERIA

- As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. You must ensure you abide by the NSW Health Code of Conduct, this includes supporting, cultivating, and participating in a respectful work culture without aggression, sexual harassment, discrimination and racism. You are encouraged to speak up if you observe or experience inappropriate work place behaviours. NSLHD supports diversity and inclusion and these principles should be applied when interacting with our patients and work colleagues.
- Currently registered or eligible for registration with the Medical Board of Australia with Fellowship of the relevant Australasian College

KEY ACCOUNTABILITIES

Operational

- Be actively involved in operational management and decision making as part of the Executive particularly in relation to budget and performance targets
- Ensure resources are used efficiently and effectively to achieve the organisation's established goals and objectives and performance targets
- Promote and where relevant guide the governance and management of care systems and processes within NBH including leading the system response to Hospital Acquired Complications, clinical variation and, cost and outcome analyses, such as Activity Based Management
- Support Clinical Directors in the management of clinical divisions and facilitate the resolution of interdivisional matters where this is necessary
- Provide leadership in creating a culture of achievement, quality care and customer service which is courteous, friendly, supporting and professional thereby encouraging pride in one's employment and a good image of the Health Service
- Support and oversee the clinical governance system within the Health Service, including:
 - Clinical quality and safety systems
 - Clinical risk management systems
 - Quality improvement
 - Support for accreditation activities
 - Medication management
- Provide leadership for the Health Service in implementation of the Open Disclosure policy and respond to patient complaints and Ministerials as directed

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- Ensure the effective management of medico-legal matters, including notification and management of coronial matters, litigated and non-litigated matters and correspondence to ensure proper representation of staff and the Health Service Participate in the Executive on-call roster as required.
- Lead the organisation's preparedness for disaster management
- Provide overall direction for pharmacy related matters

Medical Practice and Workforce:

- Lead the planning and delivery of medical and clinical services including provision of out of hours medical services
- Ensure the efficient allocation and utilisation of appropriately registered, qualified and credentialed medical staff within the Health Service
- Ensure the provisions of effective clinical service by ensuring the appointment, development and supervision of suitably credentialed medical staff, consistent with State, District and health service policy, including participating as a member of the Medical and Dental Appointments Advisory Committee (MDAAC)
- Oversee and direct the recruitment, deployment, supervision and support of junior medical staff
- Ensure that junior medical officer training is provided in accordance with the requirements of HETI
- Facilitate medical undergraduate and postgraduate teaching and promote a philosophy of ongoing education and research
- Act as a communication link between hospital administration and the senior medical staff and attend meetings of the Medical Staff Council

KEY CHALLENGES

- Provision of high quality services within finite resources, and the implementation of new systems of care
- Effective local support for networking of clinical services, and developing a culture of continuous improvement
- Development of multidisciplinary teams and service delivery, and the development of partnerships with District based services and Business Units to ensure optimal service delivery for the site

KEY RELATIONSHIPS

Who	Why
The position works in partnership with the members of the Health Service Executive	The Health Service Executive has a collective and individual responsibility for developing and delivering effective, efficient, high quality health services, in line with the organisational objectives. The position contributes to the implementation of clinical networks and clinical governance systems across the NSLHD
NSLHD Executive Medical Director and Deputy Director Medical Services	Professional reporting line
NSW Health, Educational institutions, Nursing Homes and relevant NGOs, Ambulance Services, Private Hospitals	Reporting and engagement of medical workforce activities and representation, workforce compliance and statutory requirements
Local Media, Local Government Agencies, Industrial Bodies, volunteer groups and consumer representatives.	Reporting and engagement of medical workforce activities and representation, workforce compliance and statutory requirements

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SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. MBBS or equivalent, currently registered or eligible for registration with the Medical Board of Australia. Applicants must have Fellowship of the Royal Australasian College of Medical Administrators (FRACMA).
3. Tertiary management qualification at a master's level (MHA and/or MBA or equivalent) and relevant experience in a senior medical management role, including in a tertiary hospital.
4. Comprehensive understanding of contemporary clinical care and various clinical models of care and associated clinical information systems
5. Strong analytical skills, including a demonstrated ability to identify, analyse, develop and mobilise strategies relating to clinical care processes and systems and their economic and quality performance
6. Comprehensive knowledge of and experience in managing current issues in medical workforce, medical staff training and industrial requirements for medical officers
7. Ability to both lead within and work as part of the executive team
8. Demonstrated commitment to accountability and proven financial management skills within a health environment

OTHER REQUIREMENTS

Financial

- Responsible for the facility's medical workforce budget (both JMO and SMP)
- Develop and coordinate a financial strategy to meet the budgetary goals of the overall medical workforce budget
- Monitor compliance with approved budget and initiate timely and appropriate corrective action
- As an executive member, contribute to the annual organisational review of the budget
- Interpret financial data and applies activity based funding principles to site and activities
- Monitor JMO and SMO medical costs and hours against agreed targets in consultation with Divisional Managers
- Monitor medical staff turnover, overtime, rostering of overall medical workforce in consultation with divisional managers

Management and leadership

- Manage, coach, mentor and support staff through performance management, training, supervision and rostering to ensure quality of services and compliance with NSLHD and MoH policies
- Efficiently manage the resources (human, financial, technological, and other) allocated to the department.
- Provide a safe working environment and safe working practices for all staff in the department.
- Identify, analyse, evaluate and document all risks (eg: WHS, Corporate, Clinical, Financial, Reputation, Service Delivery and Legal)
- Ensure that the department operates using a quality management focus in the provision of services/care.
- Ensure Privacy legislation and Ministry of Health requirements are met in respect of the creation, maintenance, archiving and destruction of clinical and other confidential documents.
- Ensure strict confidentiality is maintained in relation to all patient, staff, workplace and NSLHD matters.
- Implement the principles of multicultural health in their work by ensuring services within their area of responsibility are accessible and culturally appropriate to consumers.
- Comply with and implement and maintain the Code of Conduct, EEO, Smoke Free, Bullying and Harassment policies and procedures into the department and ensure effective management of conflict and grievances.
- Perform all other delegated tasks appropriately consistent with the award or terms of employment as may be directed or implied from time to time in line with grading and capabilities

Decision Making

- Administrative Decision Making in accordance with duties delegated to the role.

Professional Development, Continuing Education and Maintenance of Standards

JOB DEMANDS CHECKLIST	
<p>The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.</p> <p>Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.</p>	
Infrequent:	intermittent activity exists for a short time on a very infrequent basis
Occasional:	activity exists up to 1/3 of the time when performing the job
Frequent:	activity exists between 1/3 and 2/3 of the time when performing the job
Constant:	activity exists for more than 2/3 or the time when performing the job
Repetitive:	activity involved repetitive movements
Not Applicable:	activity is not required to perform the job
Physical Demands	Frequency
Respirator Use – Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials	Occasional
Sitting - remaining in a seated position to perform tasks	Occasional
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Occasional
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Not applicable
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Occasional
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Occasional
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Frequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not applicable
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Frequent

Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Occasional
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Frequent
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Frequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Frequent
Unpredictable People – eg dementia, mental illness, head injuries	Frequent
Restraining - involvement in physical containment of patients / clients	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Occasional
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Not applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Occasional
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Occasional
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Occasional
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Not applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Not applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Frequent

As the incumbent of this position, I confirm I have read the Position Description and Job Demand Check list, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____