

POSITION DESCRIPTION



Position	Executive Director Medical Services (EDMS)
Division	Medical Services
Classification	HN64 – HN69
Enterprise Agreement	Medical Specialists (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement 2022 – 2026
Reports To	Chief Executive Officer (CEO)
Direct Reports	Department Heads and VMO's, Medical Administration Staff

Approved	CEO	Approval Date	Dec 2022
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<p>PRIMARY OBJECTIVE (or purpose):</p> <p>The principal duty of the DMS is to ensure patient safety. All work and responsibilities undertaken by the DMS are founded on this obligation. Accordingly, the DMS must ensure that:</p> <ul style="list-style-type: none"> • PDH's Clinical Governance framework, systems, and processes align with best practice and are measured and monitored for compliance with the NSQHS Standards. • PDH maintains a sustainable and competent medical workforce, supported by a robust credentialing system and clearly defined scopes of practice which reflect each doctor's skills and the service's capabilities. <p>Operationally the DMS oversees the work and functioning of Pharmacy and Medical Imaging, with the respective service managers being direct reports. The DMS also has oversight of the pathology contract with responsibility for ensuring that agreed KPIs are achieved.</p> <p>Finally, as a member of the Portland District Health (PDH) Executive Team, the DMS serves as the primary source of expert medical advice to the CEO, supporting the delivery of the PDH Strategic Plan and the effective stewardship of the health service. In addition, the DMS may hold operational responsibilities as outlined below.</p>

PORTLAND DISTRICT HEALTH VISION: OUR COMMUNITY, YOUR HEALTH	
VALUES	
Wisdom	We use knowledge, experience and understanding to make the decisions that matter.
Compassion	We care about people – their safety matters above all else. Every person's need is different and is respected. Our service quality is second to none.
Courage	We are fearless and courageous in making things happen, embracing opportunities and creating solutions.
PDH CARE GOALS	
Person-centred	People's values, beliefs and specific needs and circumstances guide the delivery of care and organisational planning.
Safe	Avoidable harm is eliminated.
Effective	The right care is delivered in the right way, at the right time with the right outcomes.
Connected	Staff and consumers work together to achieve shared goals; people experience service and support continuity as they move through the service system.

KEY ACCOUNTABILITIES		
Key results Area	Key Activities	Performance Measures

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<p>Leadership and culture</p>	<ul style="list-style-type: none"> • Provide effective leadership to foster a culture of accountability, safety, and continuous quality improvement. • As a member of the PDH Executive, set priorities and strategic directions for safe, high-quality clinical services to support achievement of the PDH Strategic Plan and annual Statement of Priorities. • Prepare and present reports to relevant committees, the Board of Directors, and the Department of Health in the capacity of a PDH Executive. 	<ul style="list-style-type: none"> • Medical staff commitment to safe care is demonstrated by doctors reporting events in Riskman, attending M&M's and participating in adverse clinical incident investigations. • Clinical care outcomes demonstrated through metrics and KPIs. • Financial performance reports and metrics achieved. • Compliance with governance processes. • Accreditation against NSQHS Standards achieved. • Reports to the Board and Department completed on time.
<p>Patient safety and quality systems</p>	<ul style="list-style-type: none"> • Ensure Medical Services comply with legislation, regulations, and jurisdictional requirements, and take action to improve adherence to PDH policies, procedures, and protocols. • Monitor actions arising from clinical incidents and ensure quality improvement recommendations are implemented. • Utilise effective quality improvement systems and clinical data analysis to improve patient safety outcomes. • Strengthen systems for risk management, incident reporting, and clinical practice improvement. • Ensure consumer feedback and complaints are managed and resolved in a timely manner; provide complaint analysis reports and monitor effectiveness of implemented improvements. • As a PDH Executive member, contribute to ensuring a safe care environment, including participation in PDH capital budget development. 	<ul style="list-style-type: none"> • Clinical care outcomes evidenced through metrics and KPIs. • 100% compliance with NSQHS Standards. • 100% compliance with open disclosure and statutory duty of candour requirements. • Complaints resolved within required timeframes. • Incidents investigated and recommendations tracked and implemented within regulated timeframes.
<p>Clinical Governance</p>	<p>Sustain a strong patient safety culture by:</p> <ul style="list-style-type: none"> • Developing and maintaining policies, procedures, and protocols that define safe patient care delivery. • Working collaboratively with executive colleagues to ensure clinical governance structures are fit for purpose and that quality indicators and deviations are appropriately reported and addressed. 	<ul style="list-style-type: none"> • 100% of policies, procedures, and protocols under the DMS remit are current. • The Board receives routine, standardised reports on quality KPIs, deviations, and remediation actions. • All units conduct scheduled M&M meetings using a standard template.

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	<ul style="list-style-type: none"> • Ensuring Clinical Directors schedule and conduct M&M meetings using standardised templates, with discussion of incident and complication outcomes. • Participating, where required, in classification and investigation of serious clinical incidents. • Ensuring high standards of clinical documentation, including inpatient notes, discharge summaries, and investigation requests. 	<ul style="list-style-type: none"> • 100% of clinical incidents classified appropriately; sentinel events and ISR 1 & 2 incidents investigated in line with Department of Health guidelines. • 100% of investigations reported and reviewed within clinically appropriate timeframes. • 100% of discharged patients receive a discharge summary sent to them and their treating doctor.
Credentialing and Scope of Practice	<ul style="list-style-type: none"> • Maintain robust credentialing systems aligned with Safer Care Victoria guidelines. • Define, monitor, and regularly review each doctor's Scope of Clinical Practice (SoCP) consistent with their skills and PDH service capability. • Ensure staff have access to each doctor's approved Scope of Practice. 	<ul style="list-style-type: none"> • An up-to-date policy exists governing credentialing and Scope of Clinical Practice. • 100% of clinicians registered, credentialed, and working within an appropriate SoCP. • Functional electronic system providing real-time alerts for credentialing reviews or registration changes. • Theatre staff have access to surgeons' Scopes of Clinical Practice.
Staffing	<ul style="list-style-type: none"> • Lead and coordinate planning, recruitment, and development of the medical workforce, including Medical Imaging and Pharmacy clinical staff. • Develop business cases where increased medical staffing is required. • Ensure all medical staff participate in scheduled performance reviews. • Address inappropriate behaviour and/or deficiencies in clinical skills promptly. • Maintain policies and processes for onboarding permanent and locum medical staff. 	<ul style="list-style-type: none"> • 100% of medical staff positions filled or being actively recruited. • All newly appointed staff appropriately oriented and onboarded. • Strategy in place for hard-to-fill positions (e.g., international recruitment). • 100% of senior medical staff complete annual performance reviews. • 100% of junior medical staff complete end-of-term assessments. • 100% of newly appointed locums complete end-of-contract reviews.
Contracts	<ul style="list-style-type: none"> • Standardise contracts for employees and contractors in accordance with applicable awards, the Fair Work Act, and industrial law. 	<ul style="list-style-type: none"> • 100% of contracts in a standardised format, aligned to employment status and classification.
Finance	<ul style="list-style-type: none"> • Collaborate with Finance to monitor medical salaries, overtime, locum, agency, and contractor costs. • Develop standardised payment processes for locums and contractors. 	<ul style="list-style-type: none"> • Medical staff salaries and overtime are known and tracked • There exists a process for payment of contractors according to their craft group and the urgency of the appointment.

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	<ul style="list-style-type: none"> Establish a ledger to track service agreement costs and timelines. 	<ul style="list-style-type: none"> 100% of service agreements are tracked and up to date.
Personal and professional development	<ul style="list-style-type: none"> Model professionalism, kindness, and fairness. Meet CPD requirements as defined by the Medical Board of Australia Continuing Professional Development Registration Standard. Complete mandatory training and education requirements. 	<ul style="list-style-type: none"> CPD requirements met. 100% compliance with mandatory training and competencies. Participation in an annual performance appraisal.
Pharmacy and Medical Imaging	<ul style="list-style-type: none"> Ensure Pharmacy and Medical Imaging services deliver effective and efficient support to PDH. Maintain appropriate staffing levels, including leave coverage. Work with Finance to monitor budgets and manage variances. 	<ul style="list-style-type: none"> Pharmacy and Medical Imaging KPIs tracked and reported. Agency use is minimised. Pharmacy and Medical Imaging operate within budget. 100% of Pharmacy and Medical Imaging staff complete scheduled performance reviews.
Occupational Health and Safety	<ul style="list-style-type: none"> Ensure implementation of OH&S policies and compliance with legislative requirements. Report incidents and hazards in accordance with PDH policies, including via Riskman. Demonstrate commitment to health and safety standards and promote compliance across the service. Understand emergency procedures relevant to the role. 	<ul style="list-style-type: none"> Active participation in team meetings addressing OH&S matters. Evidence of hazard and incident reporting via Riskman. Compliance with mandatory OH&S training for self and reports
OTHER DUTIES		
	<ul style="list-style-type: none"> Exhibit a commitment to PDH Values including team based <i>'above and below'</i> behaviours Undertake special projects or reports as reasonably required on a wide range of issues Practice in accordance with the relevant health care or industry standards Comply with all relevant PDH policies and procedures Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness 	<ul style="list-style-type: none"> PDH values modelled at all times Demonstrated use of incident management system (<i>Riskman</i>) Adherence to applicable health care or industry standards Demonstrated completion of mandatory training Adherence with PDH policy and procedures



KEY SELECTION CRITERIA – SPECIALIST KNOWLEDGE

QUALIFICATIONS -

ESSENTIAL:

- Tertiary medical qualifications and current registration with AHPRA
- RACMA fellowship, progress toward fellowship and/or relevant post graduate management studies

EXPERIENCE and/or SPECIALIST KNOWLEDGE -

ESSENTIAL:

- Substantial clinical experience consistent with a senior leadership role in the public health sector
- Proven experience in workforce development and management, and strategic service planning
- Strong leadership skills and the ability to work collaboratively with regional partners
- Experience and understanding of corporate management practice and principles, including financial and business management
- Comprehensive understanding of medico-legal issues, clinical risk management, clinical governance and relevant legislation

DESIRABLE:

- Comprehensive knowledge of accreditation and compliance with NSQHS Standards
- Experience with change management principles and processes, service design and workforce development

Other requirements:

- Current employee national police check
- Current employee Working with Children's check.
- Current evidence of immunisation history and serology results
- Current Victorian Drivers Licence

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Portland District Health's discretion and activities may be added, removed or amended at any time.

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JOB DEMANDS CHECKLIST

Portland District Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive move for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			✓		
Standing	Remain standing to perform tasks			✓		
Walking	Periods of walking required to perform tasks			✓		
Bending	Forward bending from waist to perform tasks	✓				
Kneeling	Remain in a kneeling position to perform tasks	✓				
Lifting/Carrying	Light lifting and carrying	✓				
	Moderate lifting and carrying	✓				
	Assisted lifting (mechanical, equipment, person assist)	✓				
Climbing/Working at heights	Ascending and descending ladders, stools, scaffolding					✓
Pushing/Pulling	Moving objects (eg: trolleys, beds, wheelchairs, diagnostic equipment, cleaning equipment)	✓				
Reaching	Arms fully extended forward or raised above shoulder to perform tasks	✓				
Crouching	Adopting a crouching posture to perform tasks	✓				
Foot movement	Use of leg and/or foot to operate equipment (or machinery)		✓			
Head postures	Holding head in a position other than neutral (facing forward) to perform tasks			✓		
Fingers/Hand/Arm movement	Repetitive movements of fingers, hands and arms (eg: computer keyboard, computer mouse, touch screens)			✓		
Grasping/Fine manipulation	Gripping, holding, clasping with fingers or hands				✓	

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Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Driving	Operating a motor powered vehicle (eg: use of hospital cars to undertake duties, making deliveries, ride on mower, forklift, bus etc.)	✓				

Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Shift work	Rotation of shifts on a rostered basis including day, afternoon or night					✓
Distressed people	Highly emotional people crying, upset, unhappy (eg: emergency or grief situations)		✓			
Aggressive/Unpredictable people	Raised voices, yelling, swearing and arguing (eg: people affected by drugs or alcohol, dementia, mental illness)		✓			
Exposure to distressing situations	(eg: Child abuse, delivering bad news, viewing extreme injuries, viewing deceased)		✓			
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE					✓
Noise	Prolonged and frequent periods of background noise levels which necessitates people raising their voices to be heard					✓
Biological hazards	Exposure to body fluids, bacteria, infectious diseases requiring PPE					✓
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation						✓

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Acknowledgement:

I acknowledge that I have received a copy of this position description and understand the requirements of this position. I agree to work in accordance with this position description.

As the incumbent of this position, I confirm I have read the job demands checklist as attached, understand its content, and agree to work in accordance with the requirements of this position.

I accept that the position description as stated above may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

EMPLOYEE NAME:		
EMPLOYEES SIGNATURE:		DATE:
MANAGER'S NAME:		
MANAGER'S SIGNATURE:		DATE: