

ANAM CARA GEELONG

The Highest Standards of Care

**Position Description:
Director of Medical Services**

Position Title	Director of Medical Services
Position Reports To	CEO
Location	Geelong, Victoria
Employment Status	Part-time
Industrial Instruments	National Employment Standards (NES)
Organisational Level	Clinical
Direct Reports	2-3

About Anam Cara Geelong

Anam Cara Geelong (Anam Cara) is a not-for-profit organisation. **Our Vision** is that everyone has the opportunity to live with dignity, experience quality of life at end-of-life, and to die well in the place they choose. **Our Purpose** is an empowered and informed community where people make informed choices, and they are in control of their own care.

We are committed to offering support to people, their families and carers who are seeking person-centred palliative and end of life care within the Geelong and wider region. Our services include 24-hour end of life care, day and overnight palliative care, community outreach and equipment loan. Care occurs in a unique, home like environment with best practice clinical care including support from trained palliative care volunteers. The focus of person-centred palliative care is on the quality of life, symptom management and comfort.

At Anam Cara **Our Values** guide us to show Compassion, Accountability, Respect, Excellence and Dignity.

Position Overview

Anam Cara is a not for profit, independent health care service where it provides outpatient clinics, day programs and admitted care for palliative care patients. The position of Director Medical Services (DMS) will provide medical leadership and management across the service and add a unique perspective to the executive team. This role will work closely with the CEO to achieve strategic and operational aims, while overseeing workforce and financial management. The DMS will support the provision of optimal patient care by advocating for high quality clinical practices, developing effective services and maintaining a proficient workforce.

The DMS is a key member of the Executive Leadership Team responsible for providing expert senior medical input into strategic, operational and executive decision making. The DMS will provide professional leadership and oversight across a range of areas including excellence in clinical services, clinical governance and guest safety. The DMS will also contribute to decision-making on clinical matters at Anam Cara and be key in the engagement and involvement of medical staff at Anam Cara.

Key Responsibilities / Accountabilities

Executive Management

- Provide visible leadership, building collective engagement and delivery of strategic and operational objectives.

- Demonstrate and model behaviours across the organisational, engaging with all teams and providing effective and positive leadership.
- Initiative and proactively deliver strategic advice and reports to the CEO, Board, Governance Committees and Leadership Team.
- Leadership in Medical Staff recruitment and retention.
- Demonstrate a strong commitment to making service performance improvements and a determination to achieve positive service outcomes for guests, carers and families.
- Create and sustain professional standards of excellence in service delivery and guest care.
- Identify, manage and document risks aligned to the risk management framework of Anam Cara.

Clinical Governance

- Provide clinical governance leadership across the domains of consumer participation, clinical practice, risk management and workforce.
- Develop, interpret, monitor and analysis trend data in organisational clinical quality and performance reports and provide these to CEO and the Board subcommittee - Clinical Governance and Safety Committee.
- Responsibility and oversight of credentialing and scope of practice of medical practitioners, inclusive of visiting medical officers (VMO) and VMO-general practitioners.
- Responsibility for performance development and management of the medical workforce, and professional educational guidance.
- Support and input into the establishment and regular review of the Clinical Capability Framework.
- Oversight of medico-legal issues and monitoring and management of medical complaints.
- Provide high level clinical governance and medico legal advice to CEO and Board.
- Provide input and guidance to the Deakin University and Anam Cara Teaching and Research Advisory Group.
- Provide oversight and review of clinical incidents and follow up activities.

Deakin University Teaching and Learning

- Align activities to the Anam Cara and Deakin University Teaching and Research agreement.
- Develop systems and process in collaboration with Deakin University for Deakin students to be embedded in the Anam Cara model of care.
- Develop evaluation criteria, identify research opportunities for Anam Cara's benefit and collaborate with Deakin on enabling research activities.

Clinical Pathway

- Develop and maintain clinical pathways to ensure ongoing guest access and clinician engagement with key partners including Barwon Health, Epworth and St John of God and community palliative care providers.
- Develop relationships with key stakeholders that will support the delivery of care at Anam Cara.
- Build and maintain positive relationships with external stakeholders such as primary healthcare networks, community partners and other relevant stakeholders.

Occupational Health and Safety (OH&S)

- Anam Cara takes an integrated approach to employee health, safety and wellbeing to prevent injury and/or illness in our workplace. The success of Anam Cara's health, safety and wellbeing depends on the leadership and commitment of everyone in the workplace. We are all required to comply with Anam Cara's OH&S Policies and Procedures and to take reasonable care for the safety of our own health, as well as others who may be affected by our conduct in the workplace.

- Participate in best practice and delivery of OH&S and Emergency Management Procedures, encourage staff, guest, volunteers and visitors to be aware of the requirements.
 - Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives.
 - Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the Anam Cara in any action it considers necessary to maintain a safe working environment which is safe and without risk.
 - Report and record all incidents, mishaps and losses, investigate and ensure corrective actions are implemented as far as reasonably practical.
 - Participate in the OH & S committee and contribute to the clinical leadership requirements where applicable. (only applicable in Clinical PD's).
- Provide an environment where team members, volunteers and others are treated fairly and with respect, are free from unlawful discrimination, harassment, vilification, and bullying.

Success

- Success is measured by:
 - Responsibility for performance development and management of the medical workforce, and professional educational guidance.
 - Participation and support in maintaining the Clinical Governance Framework.
 - Develop evaluation criteria, identify research opportunities for Anam Cara's benefit to enable research activities.
 - Provide high level clinical governance and medico legal advice to CEO and Board.
 - Exemplary consumer experience.
 - Exemplary clinical outcomes.
 - Lead, with executive management colleagues, the development of an organisational learning culture based on evaluation and evidence, including involvement in conducting and/or utilising research which includes partnerships with Deakin University School and Medicine.
 - Supporting recruitment and contracting of the medical workforce and medical industrial relation issues management.

Equal Opportunity

- Foster an environment free from unlawful discrimination, harassment, vilification and bullying.

Other

- Uphold the organisations values, culture and performance standards.
- It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
- The accountabilities described within may be altered in accordance with the changing requirements of the role.
- Perform 1st Line of Defence duties by identifying operational risks, assist in investigating their root causes and provide support to mitigate risk through understanding control effectiveness and recommending risk improvement.

Key Selection Criteria

- Fellowship of Australian College of Rural and Remote Medicine (FACRRM), Fellowship of the Royal Australian College of General Practitioners (FRACGP) and/or other agreed Fellowship qualifications, OR Fellowship of Royal Australian College of Medical Administrators (FRACMA).
- Registration with AHPRA and at least 12 months recent experience as a leadership role and knowledge of the medical credentialing process.
- You have excellent communication skills and ability to influence and negotiate outcomes.
- You have strong stakeholder and relationship management skills.
- You have strong problem-solving skills and ability to execute solutions in a logical manner.
- You have strong written, verbal and analytical skills.
- You have highly astute stakeholder management skills and experience and ability to work with staff and volunteers from across all levels of an organisation.
- You have a demonstrated ability to manage the delivery of health care services within the community-based health care environment, with particular emphasis on ensuring all services within Anam Cara are focused on the guest experience.
- You have demonstrated leadership skills in a health service.
- You have contemporary knowledge of clinical service trends and strong commercial acumen.
- You have demonstrated superior clinical governance and service improvement experience and qualifications.
- Substantial knowledge of health service management.
- Excellent understanding of principles of risk and risk management in a health service.
- Core knowledge of ACHS national standards and implementation and monitoring of quality activities to support these standards.
- Demonstrated knowledge of relevant legislation including the Health Practitioners Act, Drugs, Poisons and Controlled Substances Act, Health Services Act, OH&S.

Other Requirements

- Current Working With Children Check
- Current Police Check
- Evidence of immunisations as per Anam Cara's Immunisation Policy including MMR, Varicella Zoster, Pertussis, Hepatitis B, Influenza and COVID-19 (or acceptable evidence for any exemptions)

Key Relationships

Internal

- All Anam Cara Staff and Volunteers
- Guests and families

External

- Clinical consultants
- Deakin University
- Barwon Health
- Epworth Hospital
- St John of God Hospital
- Department of Health and Human Services
- Palliative Care Victoria/Australia
- External stakeholders

Acceptance of Offer

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.



Position Description: Director of Medical Services



Name

Signature

Date