



**HEALTH SERVICE**  
ABORIGINAL CORPORATION

## POSITION DESCRIPTION

### Senior Medical Officer

Reports to	Clinical Manager
Date Reviewed	March 2022
Direct Reports	General Practitioners, GP Registrars,

### Position Objective

The Senior Medical Officer works closely with the Clinical Manager to manage the clinical activities of WHMHSAC which contribute to improved health outcomes for the Aboriginal and Torres Strait Islander community of Port Hedland, South Hedland and the surrounding areas of the Pilbara region.

1. Position Responsibilities

Key Result Area (KRA)	Key Performance Indicators (KPI)	Measures
Leadership	<ul style="list-style-type: none"> <li>• Work in collaboration with the Clinical Manager to motivate General Practitioners to provide a high level of service to clients and deliver clinical targets in accordance with clinical standards, professional practice and WMHSAC policies and procedures;</li> <li>• Work in collaboration with the Clinical Manager to effectively utilise the resources of the organisation and allocate work to the team such clinical targets, clinical standards and professional practice;</li> <li>• Take a leadership role in facilitating effective and collaborative working relationships between the General Practitioners and staff;</li> <li>• Contribute to All of Service and Senior Management Team meetings which assist the delivery of vision and mission of WMHSAC;</li> <li>• Monitor the WMHSAC Strategic &amp; Action Plans and work towards the achievement of these plans with the Clinical Manager;</li> <li>• Monitor the performance of General Practitioners &amp; General Practitioner Locum's to ensure work is performed in accordance with performance standards, clinical standards, professional practice and WMHSAC policies and procedures;</li> <li>• Ensure regular GP meetings are held as required and records of meetings kept.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of clinical targets;</li> <li>• Zero breaches of clinical standards, professional practice and WMHSAC policies and procedures;</li> <li>• Services are not disrupted due to staff shortages;</li> <li>• Nil substantiated breaches of organisational values and behaviours;</li> <li>• Measures in place to meet organisational strategic and action plans;</li> <li>• GP's actively performance managed;</li> <li>• Contribution and attendance at All of Service and SMT meetings;</li> <li>• Evidence of regular communication with team.</li> </ul>
Clinic Operations	<ul style="list-style-type: none"> <li>• In collaboration with the Clinical Manager, oversee the management of the recall system, ensuring recalls are managed as per accreditation standards;</li> <li>• In collaboration with Clinical Manager, ensure the use of the Patient Journey Card including conducting regular audits to ensure staff compliance and early identification of areas for improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Recalls are managed as per clinical and accreditation standards;</li> <li>• Patient Journey Card used effectively.</li> </ul>

Clinical Care	<ul style="list-style-type: none"> <li>• Provide an excellent standard of clinical services in line with evidence based best practice standards which deliver the service standards, and targets established by WMHSAC;</li> <li>• Provide education and health promotion to clients during consultations which meets clinical standards, professional practice and WMHSAC Policies and Procedures;</li> <li>• Provide clients with a high level of care appropriate to their needs and that includes health screening and early detection activities such as health checks, care planning, mental health screening, referral for screening activities, health promotion and opportunistic activities such as education and advice on quit smoking and healthy lifestyle activities are applied according to the standards of clinical and professional practice established by WMHSAC;</li> <li>• In collaboration with Clinic Manager, ensure all national key performance indicators are met;</li> <li>• Ensure all clinical services are fully and correctly claimed under the Medicare system;</li> <li>• Ensure that all care and follow-up care is documented in a timely manner, consistent with organisation policies and such that a current history and patient summary can be quickly accessed at any time;</li> <li>• Utilise case management as a tool in facilitating improved client care for clients with complex health needs in accordance with clinical standards, professional practice and policies and procedures of WMHSAC;</li> <li>• Provide support in the NDIS application process.</li> </ul>	<ul style="list-style-type: none"> <li>• Service standards and targets are achieved or exceeded;</li> <li>• Evidence of education and health promotion to clients during consultations;</li> <li>• Evidence of screening and care services achieve clinical standards and targets;</li> <li>• Full and accurate claim of Medicare services;</li> <li>• Client follow up procedures are in place, documented and up to date.</li> <li>• NDIS applications are signed as required;</li> <li>• NKPI's are met.</li> </ul>
Clinical Governance, Compliance and Continuous Quality Control	<ul style="list-style-type: none"> <li>• Participate in the Clinical Governance group, meetings and activities and assist the Clinical Manager to achieve clinical governance compliance;</li> <li>• Assist the Clinical Manager in managing compliance with the policies of the health service;</li> <li>• Promote continual quality improvement in the service;</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance at Clinical Governance meetings;</li> <li>• Nil breaches of policies and procedures;</li> <li>• Nil breaches of infection control standards and processes;</li> <li>• Evidence of CQI promotion;</li> <li>• Achievement of AGPAL and QIC accreditation standards;</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the Clinical Manager to ensure all standards are maintained consistent with AGPAL and QIC accreditation standards as applicable to the service;</li> <li>• Ensure that the recall processes are in place and delegate to staff including General Practitioners accordingly;</li> <li>• Work in collaboration with the Clinical Manager to develop a strategy for the delivery of primary health services that are measurable and that incorporate principles of continuous quality improvement such as client flow, referral and follow-up services; strategies for health promotion, early detection and preventative activities as relevant to the client population; monitoring and evaluation of health outcomes and identification of opportunities for quality improvement;</li> <li>• Work in collaboration with the Clinical Manager to ensure implementation systems are in place to identify opportunities for quality improvements such as client record audits, competency skills training and checks, and infection and cold chain audits and monitor KPI's to deliver, evaluate and report on tangible improvements in health outcomes;</li> <li>• Provide leadership and assist the Clinical Manager to facilitate the development, review and amendment of policies and procedures relevant to client care and clinical practice which meets best practice standards in accordance with organisation process;</li> <li>• Assist with identifying risks and collaborate with other managers on risk management strategies which eliminate or reduce risks in clinical care;</li> <li>• Assist with identifying barriers that may prevent the delivery of best practice standards in care and collaborate with managers and staff in developing strategies to overcome barriers, such as skills shortage, infrastructure and resource needs, training and educational needs and other workforce needs;</li> <li>• Ensure referral pathways are in place for clients to internal and external providers;</li> <li>• Provide advice to the CEO, COO and Senior Management Team on issues relating to all research and funding proposals.</li> </ul>	<ul style="list-style-type: none"> <li>• Recall systems in place;</li> <li>• Primary health care strategy in place;</li> <li>• Processes in place to evaluate existing systems and recommend quality improvements;</li> <li>• Clinical policies reviewed;</li> <li>• Evidence of risk management strategies implemented;</li> <li>• Referral pathways in place.</li> <li>• Contribute to and develop research and funding proposals.</li> </ul>
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Metrics & Reporting	<ul style="list-style-type: none"> <li>As required, provide support to the Clinic Manager to prepare and submit reports in a timely manner in accordance with WMHSAC compliance register.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of support provided;</li> <li>Reports submitted accurately and to required deadlines.</li> </ul>
Medicare	<ul style="list-style-type: none"> <li>Work in collaboration with the Clinical Manager to demonstrate the importance of effective and efficient Medicare billing in the context of a not for profit primary health care facility;</li> <li>Work in collaboration with the Clinical Manager to develop an appropriate strategy for optimising Medicare revenue;</li> <li>Work in collaboration with the Clinical Manager to set performance targets for clinical staff as it relates to Medicare billing and manage performance according to targets;</li> <li>Monitoring GP billing and GP outgoings;</li> <li>Ensure Medicare billing KPI's set for GP's as required</li> </ul>	<ul style="list-style-type: none"> <li>Medicare billing meets or exceeds targets and complies with Medicare guidelines;</li> <li>Nil breaches of Medicare billing guidelines;</li> <li>Regular education provided to staff on Medicare billing;</li> <li>No under billing of services delivered by clinical staff;</li> <li>Medicare billing is completed in a timely manner according to guidelines.</li> </ul>
Infection control	<ul style="list-style-type: none"> <li>In collaboration with the Clinical Manager, ensure that the NHMRC Guidelines on Infection Control in Healthcare are implemented and that organisational policies reflect clinical standards and professional practice guidelines at all times;</li> <li>In collaboration with the Clinical Manager, ensure compliance with infection control policies and procedures;</li> <li>In collaboration with the Clinical Manager, undertake formal and informal opportunities to educate staff on the principles, policies and procedures of infection control.</li> </ul>	<ul style="list-style-type: none"> <li>NHMRC guidelines on infection control in place;</li> <li>Zero breaches of infection control guidelines.</li> </ul>
Integrity of vaccines	<ul style="list-style-type: none"> <li>Work in collaboration with the Clinical Manager to ensure the management of vaccines and ensure all vaccines have been stored in the correct manner to maintain their integrity prior to being administered to a client, consistent with the NHMRC Strive for 5 Guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>All vaccines stored according to Strive for 5 guidelines;</li> <li>Zero breaches of Strive for 5 guidelines.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>Ensures compliance with health and safety policies and procedures which reduces risk, employee incidents and injuries;</li> <li>Demonstrate an understanding of OH&amp;S legislation at the level expected of a Senior Medical Officer.</li> </ul>	<ul style="list-style-type: none"> <li>No breaches of health and safety Policies and procedures.</li> </ul>

Commitment to Values and Behaviours	<ul style="list-style-type: none"> <li>• Respect: We treat everyone with courtesy and have regard for their dignity;</li> <li>• Integrity: We always act with honesty and are accountable for our actions.</li> <li>• Leadership: We display and model positive influence towards others.</li> <li>• Innovation: We encourage new and better ways of doing things.</li> <li>• Customer Focus: Our Stakeholders are at the core of everything we do.</li> <li>• Teamwork: We develop relationships which enable us to help one another</li> </ul>	<ul style="list-style-type: none"> <li>• Nil negative feedback regarding failure to demonstrate values.</li> </ul>
Pandemic Duties	<ul style="list-style-type: none"> <li>• Work with the Senior Management Team as required;</li> <li>• Assist the Clinical Manager with Clinical COVID activities including vaccines and testing;</li> <li>• Assist the Clinical Manager to ensure all staff are adequately trained as per pandemic plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of collaboration with Senior Management Team;</li> <li>• COVID operations are run efficiently and effectively;</li> <li>• Training provided as required.</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>• Other duties as requested by the Chief Executive Officer.</li> </ul>	<ul style="list-style-type: none"> <li>• Other duties are completed as requested and to deadlines.</li> </ul>

### Work Related Requirements/Selection Criteria:

#### Essential

- Specialist Registration as a General Practitioner with the Australian Health Practitioner Regulation Agency (AHPRA);
- FRACGP or equivalent suitable experience and training;
- Minimum of 2 years post graduate practitioner experience;
- Experience in primary health care;
- Experience in managing a team of General Practitioners;
- Strong interest in indigenous health and chronic disease management;
- Excellent verbal and written communication skills;
- Ability to network with a board range of government and non-government organisations;
- Valid National Police Clearance;
- Valid WA Working with Children Check Card.

Desirable

- Previous experience working in an Aboriginal community controlled organisation.

<b>Employee Name:</b>		<b>Senior Manager Name:</b>	
<b>Employee Signature:</b>		<b>Senior Manager Signature:</b>	
<b>Date:</b>		<b>Date:</b>	