

1. General Information

Position Title:	Emergency Physician
Division/Department:	Department of Emergency Medicine
Position Reports to:	Emergency Department Director
Enterprise/Individual Agreement:	Epworth HealthCare Emergency Medicine Enterprise Agreement
Classification/Grade:	FACEM SP2-SP4
Location:	Epworth Richmond
Employment Status:	
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	<ul style="list-style-type: none"> • Emergency Department Director • ED medical, nursing & administrative staff • VMOs • Education and Research staff • Senior Management Team, Epworth Geelong • Ambulance Victoria/Ambulance Employee

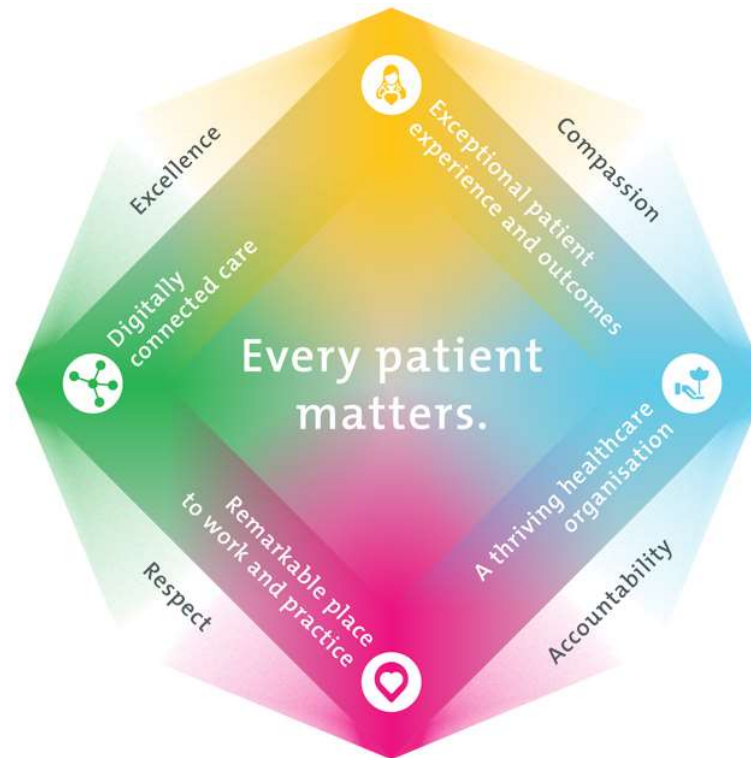
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters. Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

To consult and manage patients in a safe manner according to the values of Epworth Healthcare, oversee the management of the ED on the floor when rostered as Medical Team Leader, and abide by Pathology Follow-up Protocol when rostered as Path Follow-up clinician.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Patient Care <ul style="list-style-type: none"> Adherence to key policy, legislative and organisational reporting requirements Patient expectations are managed within appropriate patient waiting and admission times 	<ul style="list-style-type: none"> Maintain highest quality levels of patient safety and clinical outcomes Patient waiting time and the admission to wards/departments are managed within departmental KPIs

Position Description



KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Education & Training</p> <ul style="list-style-type: none"> • Participate in and lead, in-services • Attend to MET/Codes as required • Participate in accreditation requirements 	<ul style="list-style-type: none"> • Deliver to colleagues, Registrars, CMOs and others in the department in-services as and when requested/appropriate within education time. • Participate in MET/Codes within the departmental and organizational KPIs • Active participation in accreditation requirements for the Department and thereafter, bi-annual audits where requested
<p>General</p> <ul style="list-style-type: none"> • Deliver a high standard of professional conduction, communication and leadership • Documentation to be compliant • Relationship with Ambulance employees 	<ul style="list-style-type: none"> • At all times demonstrate professional conduct and communication in all interactions with staff; students; patients & families; VMOs; and any other applicable parties • Patient documentation for transfers or discharges to be completed within departmental/organisational
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan 	<ul style="list-style-type: none"> Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<ul style="list-style-type: none"> MBBS or equivalent Current registration with the Australian Health Practitioner Regulation Agency. Fellowship of the Australasian College of Emergency Medicine (FACEM) Eligible for unrestricted provider number
Previous Experience	<ul style="list-style-type: none"> Demonstrable experience in the development of partnerships with professional groups, health services, government organisations and other relevant bodies to further research, clinical or educational activities
Required Knowledge & Skills	<ul style="list-style-type: none"> Highly developed skills in Emergency Medicine Demonstrated commitment to Equal Opportunity principles and practices and Occupational Health and Safety Capacity to represent Epworth Geelong in a constructive manner to all stakeholders Strong understanding of the service delivery models within the private sector Supports an environment of continuous learning and quality improvement
Personal Attributes & Values All employees are expected to consistently work in accordance with	<ul style="list-style-type: none"> Communicates effectively with all internal & external stakeholders Demonstrates effective and appropriate interpersonal skills Demonstrates a commitment to delivery of high quality services Ability to work with a high degree of autonomy Open to new ideas and innovation A logical and practical thinker, capable of problem solving

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COMPONENT	
Epworth's values and behaviours <ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence	<ul style="list-style-type: none">• Highly motivated & comfortable working in a team environment

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2015	October 2025	Karen Dayao - ED PA

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____