

1. General Information

Position Title:	Deputy Director of Emergency
Division/Department:	Epworth Geelong, Emergency Department
Position Reports to:	Director of Emergency Medicine Medical Director Geelong
Enterprise/Individual Agreement:	Epworth HealthCare Emergency Medicine Enterprise Agreement
Classification/Grade:	• SP2 – Emergency Medical Officer • SP3 – Emergency Medical Officer • SP4 – Emergency Medical Officer
Location:	Epworth Geelong, 1 Epworth Place, Waurin Ponds Vic 3216
Employment Status:	Casual / Part-time / Full-time / Fixed Term
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	• 30-40 • \$10M • Emergency Physicians • Doctors in Training • Personal Assistant • Medical Students • Others as required
Key Relationships - internal and external	• Director of Emergency Medicine • ED medical, nursing & administrative staff • Senior Management and Executive Team, Epworth Geelong • Director of Medical Services, Epworth Geelong • Unit Directors & Clinical Institute Directors • Education and Research staff • Executive Director Academic and Medical
Qualifications	• MBBS – Current registration with the Australian Health Practitioner Regulation Agency. • Fellowship of the Australian College of Emergency Medicine (FACEM). • Eligible for unrestricted provider number. • A postgraduate qualification in health administration / business management is desirable but not essential to the position. • Valid Working with Children Check with Epworth nominated as an Employer

Principal Duties	• Provide outstanding clinical leadership to the Emergency Department Medical and Nursing teams. • Champion the very highest quality of healthcare and patient safety, consistent with the Epworth Values and Behaviours. • Provide accessible, responsive and innovative Emergency Services within Epworth Geelong. • Manage the resources of the ED to ensure optimal effectiveness and efficiency and continuing service improvement. • Work collaboratively to ensure that high quality integrated care is delivered across the hospital. • Develop and support the academic, research and education roles of the ED at undergraduate, postgraduate and advanced levels. • Supervise medical registrars, fellows and other relevant staff in training. • Participate as an active member of the Critical Care Clinical Institute and Epworth Geelong Leadership Team. • Build productive relationships with internal (especially the Epworth Geelong ED) and external stakeholders and partners, nationally and internationally. • When rostered on-the-floor as an ED Physician, provide excellent clinical care to all age groups, consult patients in clinical time and average at least one patient per hour.
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Demonstrated Personal Competencies required	Demonstrated job competencies Required
• 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 • Able to give and receive feedback in a supportive manner • Ability to build and sustain effective and efficient teams • A logical and practical thinker, capable of problem solving • Highly motivated & comfortable working in a team environment • Proactive and collaborative approach	• Strong clinical knowledge in Emergency Medicine • Experience as a team leader with strong people skills • Capacity to represent Epworth Geelong in a constructive manner to all stakeholders • Strong understanding of the service delivery models within the private healthcare sector • Committed to the professional development of doctors, nursing staff within the ED. • Supports an environment of continuous learning and quality improvement • Understands and capable of managing the budgets.

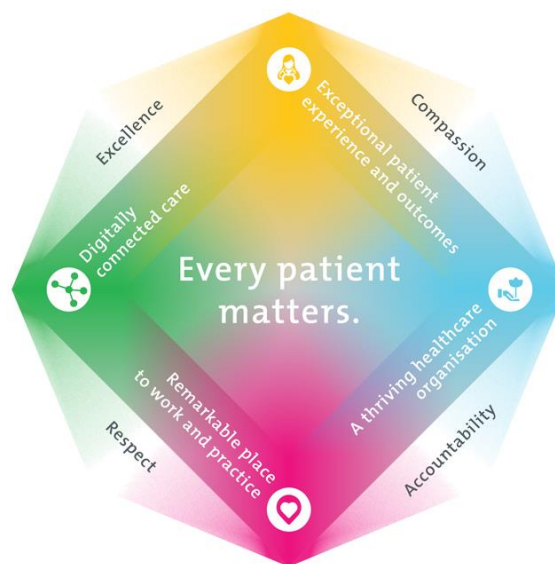
2. Overview of Epworth HealthCare

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

- Provide strong clinical and medical leadership, expertise and advice so that the highest quality care is delivered in Epworth Geelong Emergency Department.
- Ensure effective clinical governance and compliance with legal and regulatory obligations.
- Lead effective business planning and resource management within agreed budget and growth plans, including best customer service.
- Support medical workforce planning and recruitment, credentialing, quality, safety and information systems, professional development, education and research at the Epworth Geelong Emergency Department.
- 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 the protocols and guidelines of the emergency department and hospital. The Emergency Department medical staff provide assistance to the inpatient environment being, for example, responders for Code Blue Paediatrics and at times clinical support to the paediatric ward and other areas.

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-centered 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 accountabilities are:

- Provide the very highest quality healthcare and patient safety consistent with Epworth Values and behaviors.
- Provide accessible, responsive and innovative Emergency Services within Epworth Geelong.
- Work collaboratively to ensure that high quality integrated care is delivered across the hospital
- Support the academic, research and education roles of the ED at undergraduate, postgraduate and advanced levels.
- Supervise registrars, fellows and other relevant staff in training.
- Provide a high-quality Critical Care response across the hospital as required
- Represent Epworth Geelong Emergency Department in a consistent and positive manner to all external stakeholders including other Hospitals, Ambulance Victoria, General practitioners and medical specialists

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Leadership • Regular meetings with senior staff • ED representation on Epworth Geelong Medical Advisory Committee and Epworth Critical Care Institute. • Support of the hospital accreditation process both with ACHS and DHS • Liaison with other healthcare providers to ensure appropriate level of service provided to the unit (e.g., diagnostic services) • Support for medical, nursing and allied health education and teaching roles within the ED. • Accountable for upholding, supporting and maintaining the Epworth HealthCare's Values and Behaviours. • Support the education and development of junior doctors at intern, resident and speciality training levels and ensure Epworth Geelong is undertaking best practice • Support specialist medical staff in undertaking continuing medical education and research programs	• Accreditation by the Australian College of Emergency Medicine • No outstanding ACHS or DHS recommendations relating to the unit. • The roster for emergency physicians is complete and meet the needs of the ED. • Performance Development Plans are in place and completed on an annual basis
Clinical & Quality Risk • To perform hands-on clinical work, as directed depending on administrative load, to standards commensurate with being a leader of a clinical department. • Deputy Director implements processes that minimise the rate of adverse events and investigates these events, should they occur, to generate actions to avoid repetition.	• Clinical incidents within the unit remain within appropriate benchmark levels. • Compliance with legislative and common law requirements • Membership of appropriate professional specialty bodies

• Provision of high-quality clinical care by self and other Emergency Physicians. • Provide advice on clinical issues relating to patients, staff, VMO's and risk management matters. • Oversight of any departmental clinical audits as required.	
Customer Service • Participate in the Epworth surveys or other approved tools to assess satisfaction levels on a regular basis • Build positive relationships with internal and external customers and manage issues to achieve mutually agreeable outcomes • Champion a high-quality patient, doctor and customer experience in all areas of the hospital of relevance to the ED and its areas of care • Actively manage complaints as they relate to medical management of the ED • Liaise with Epworth's Legal Counsel concerning medico legal issues and when requested brief Epworth's Insurer re notifiable incidents/risks	• Staff, patient and doctor satisfaction surveys rate the ED highly. • Complaints dealt with in a timely manner, within established KPIs and in line with policy
Human Resources • Provision of a continuous roster for cover the ED with senior skilled and experienced staff. • Recruitment of senior skilled and experienced CMO's/Registrars to support the roster. • Participation in recruitment and appointment processes for senior positions within the ED staff. • Deal with workplace grievance and participate in EBA negotiations as required • Management of HR KPI's	• Medical recruitment and rostering needs of the department are met. • Performance appraisals completed annually. • Manage staffing and IR issues as required
Finance • Provision of advice regarding purchase of equipment, updating of equipment requirements and disposables • Oversight and input into the ED budget including expenditure and income.	• Aim to achieve of ED budget targets.
Business Development • Development and oversight of strategic initiatives to promote the ED outside the hospital • Active promotion of the ED activities and availability for EHC staff and other hospital and VMOs • Participate in marketing initiatives	• Aim to achieve annual ED activity targets.

Safety & Wellbeing

To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.

- Develop, implement, review and update Divisional S&W plans on an annual basis
- Take necessary action to ensure adequate resources are provided to within the Department to maintain S&W compliance and support S&W improvements.
- Pro-active hazard identification and rectification systems are in place and operational at all times
- Infection Control Systems are in place and effective
- Mandatory Training systems are in place.

- All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace
- Integrate and review OHS performance in staff PDPs
- Ensure all direct reports are held accountable for safety performance and actions
- Adhere to infection control/personal hygiene precautions
- Implement and adhere to Epworth OHS policies, protocols and safe work procedures
- Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours
- Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes
- Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • MBBS – Current registration with the Australian Health Practitioner Regulation Agency. • Fellowship of the Australian College of Emergency Medicine (FACEM). • Eligible for unrestricted provider number. • A postgraduate qualification in health administration / business management is desirable but not essential to the position. • Valid Working with Children Check with Epworth nominated as an Employer
Required Knowledge & Skills	Essential • Highly developed skills in Emergency Medicine • 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 • 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 Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential • 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 • Highly motivated & comfortable working in a team environment

Physical Requirements of the Position			
Element	Weight range/Activity	Assistance available	Maximum Frequency
Using telephone/mobile, computer, laptop & writing	Sitting, reaching, bending & twisting Awkward posture, bending head forward >20°	OHS work station assessment / telephone head phone / adjustable chair / raised monitor	Daily
Managing demanding and changing workload and competing priorities	Managing workload/priorities	Manager / collegiate support / EAP	Regularly
Use of technology including computer fax machines and photocopiers	Periods of sitting and typing with some bending and twisting	Ergonomic workstations	Daily
Travel between hospital sites	Sitting in car/taxi/public transport	Taxi vouchers if unable to drive	Weekly

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2015	October 2025	Director of Emergency

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: _____