

## 1. General Information

<b>Position Title:</b>	Intensive Care Specialist
<b>Division/Department:</b>	Intensive Care
<b>Position Reports to:</b>	Director Intensive Care
<b>Enterprise/Individual Agreement:</b>	n/a
<b>Classification/Grade:</b>	n/a
<b>Location:</b>	Richmond
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	Intensive Care Registrars, Fellows
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"> <li>• Director of Intensive Care</li> <li>• Intensive Care Nursing staff</li> <li>• Research staff</li> <li>• Senior Medical Staff</li> <li>• Intensive Care Registrars, Hospital Medical Officers, Advanced Trainees</li> <li>• VMOs</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Relevant Clinical Schools</li> <li>• Department of Human Services</li> <li>• Relevant Professional and Industrial Bodies</li> <li>• Community Health Care Providers/Partners</li> <li>• Health Care Consumers/Consumer Representative Groups</li> <li>• Other Health Services, Research Institutes and funding bodies</li> </ul> <p>Key Result Areas Key Activities</p>

## 2. Overview of Epworth HealthCare

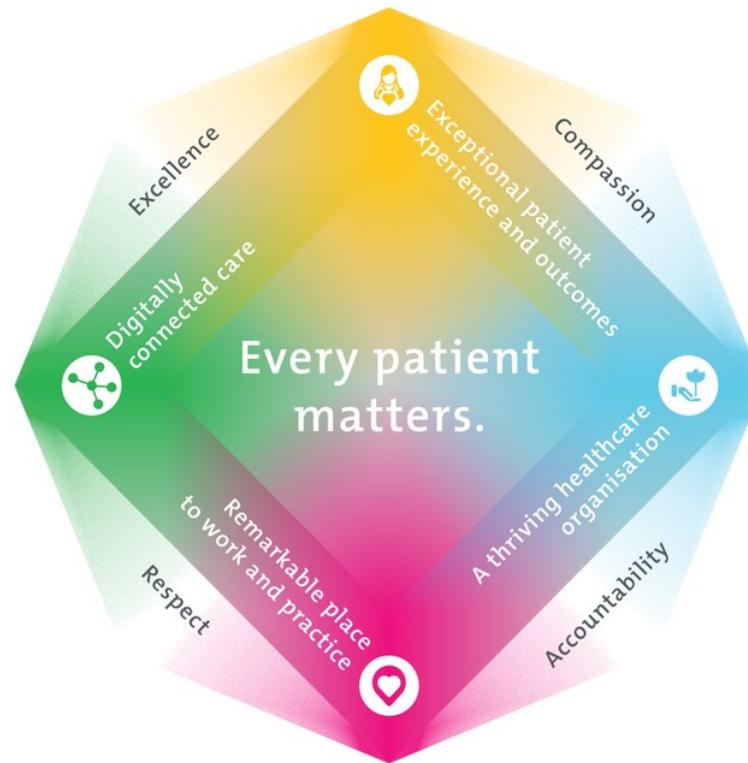
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

Support and assist the Director of Intensive Care in the provision of high-quality Intensive Care Services within Epworth Healthcare, consistent with the Epworth Values and Behaviors.

Contribute to the provision of excellence in clinical services, research, education and knowledge transfer within Intensive Care medicine

## 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
<ul style="list-style-type: none"> <li>• Support and assist the Director of Intensive Care in the provision of high-quality Intensive Care Services within Epworth Healthcare, consistent with the Epworth Values and Behaviours.</li> <li>• Work collaboratively with Units responsible for the provision of high dependency beds within Epworth Healthcare (including Neurosurgery, Respiratory Care Unit, Cardiac and patients receiving Intensive Care Services within the Emergency Department and peri operative services) to ensure high quality high dependency care is delivered across the Hospital</li> <li>• Portfolio responsibility to support the administration of the Intensive Care Unit</li> <li>• Provide clinical leadership through active involvement in patient care.</li> <li>• Contribute to ongoing service improvement and clinical and workforce innovation to ensure Epworth Healthcare provides high quality accessible intensive care services within allocated resources and meets the needs of Epworth Healthcare patients</li> <li>• Support the Intensive Care Unit’s outreach services within the hospital including clinical liaison Code Blue responses, nutritional support services, junior medical and nursing education and training.</li> <li>• Support academic, research and education (both undergraduate and postgraduate) roles of the ICU</li> <li>• Contribute to the professional and corporate life of the hospital by participation in appropriate committees and forums.</li> <li>• Support and adhere to the restricted use of high cost items according to best clinical practice and guidelines</li> <li>• Build relationships with all the Clinical Institutes.</li> <li>• Participate in clinical reviews of sentinel Hospital events.</li> </ul>	<ul style="list-style-type: none"> <li>• Patient outcomes including length of stay and standardised mortality</li> <li>• Contribution to unit teaching</li> </ul>
<p style="text-align: center;"><b>Key Accountabilities</b></p>	
<ul style="list-style-type: none"> <li>• Contribute to the provision of excellence in clinical services, research, education and knowledge transfer within Intensive Care medicine</li> </ul>	<ul style="list-style-type: none"> <li>• Contribution to Multidisciplinary meetings</li> </ul>

<ul style="list-style-type: none"> <li>• Contribute to processes ensuring patients receive high quality services and continuity of care, and that high quality clinical standards and clinical outcomes and risk management approaches and accreditation requirements are achieved</li> <li>• Contribute to the establishment and maintenance of a high quality multidisciplinary team, appropriate access to intensive care services, open communication, collaborative working relationships and professional behaviours at all times</li> <li>• Contribute to the provision of excellence in clinical services, research, education and knowledge transfer within Intensive Care medicine</li> <li>• Contribute to processes ensuring patients receive high quality services and continuity of care, and that high quality clinical standards and clinical outcomes and risk management approaches and accreditation requirements are achieved</li> <li>• Contribute to the establishment and maintenance of a high quality multidisciplinary team, appropriate access to intensive care services, open communication, collaborative working relationships and professional behaviours at all times</li> <li>• Participate in workforce planning for Intensive Care Services including attracting, recruiting, developing and retaining quality clinical, research and educational staff</li> <li>• Contribute to an environment of research excellence and academic focus</li> </ul>	
<p><b>Customer Service</b></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"> <li>• Role model and actively promote a culture of high quality patient care</li> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Compliments to complaints ratios</li> <li>• Completes leader rounding at agreed frequency</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

# Position Description



<ul style="list-style-type: none"> <li>• Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service</li> <li>• Responds quickly and proactively escalate concerns when necessary</li> <li>• Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion</li> </ul>	
<p><b>Safety and Wellbeing</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Integrate and review OHS performance in staff PDPs</li> <li>• Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> <li>• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>• Mandatory training completed at agreed frequency</li> </ul>
<p><b>Customer Service</b></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"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

# Position Description



<ul style="list-style-type: none"> <li>Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	
<p><b>Safety and Wellbeing</b></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"> <li>Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to infection control/personal hygiene precautions</li> <li>Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Specialist registration with AHPRA</li> <li>FCICM (Adult)</li> <li>Strong leadership skills and ability to live by Epworth Healthcare Values and Behaviours</li> <li>Well developed communication, negotiation and presentation skills</li> <li>Knowledge and understanding of the health care industry, including national and international trends in the provision of Intensive Care services and research ethics.</li> <li>Evidence of an ongoing commitment to research and education in Intensive care</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Ultrasound and echocardiography qualifications</li> <li>Experience with ECMO</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>FCICM Qualification</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Experience in the care of cardiothoracic surgical patients</li> </ul>

# Position Description



<p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Ability to work in a team</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Consistently displaying the values of compassion, accountability, integrity, excellence and respect</li> </ul>
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**Document Control**

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
7/12/2022	20/02/2026	Kyle Brooks Intensivist, Joanna Simpson Medical Director ICU

## 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: \_\_\_\_\_