

Position Description

Position Summary

Position Title	General Practitioner
Program	Medical Services
Enterprise Agreement / Award	General Practitioners Single Enterprise Agreement 2023 - 2026
Classification	Applicable as per years of experience
Reports To	Program and Practice Manager Medical Services (For review)
Ordinary Location	23 Lennox Street, Richmond, VIC
Immunisation Requirements	Category A

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

NRCH recognises that secondary (vicarious) trauma in the case of front-line workers is a real risk. In addition, we recognise that the need for guidance for staff whose work may put them at risk of secondary (vicarious) trauma. We also take note of ongoing research on this issue.

Website Information: www.nrch.com.au

Program Description

NRCH's Medical Services Program is a multi-disciplinary primary care program providing General Practice, nursing and specialist medical care. With a focus on preventative healthcare, the Program provides high quality care to a large and diverse population. It prides itself on delivering innovative, client centred and culturally safe care to its clients and the local community.

Position Purpose

This position will work within NRCH's multi-disciplinary medical services team to provide high quality medical services to patients, support flexibility in treatment arrangements, and to maintain confidentiality of all practice and patient information, all while adhering to practice policies to ensure efficient provision of care.

The role requires close liaison with fellow GPs, the practice nursing team, administration/reception team other NRCH programs Allied Health, Counselling/Casework, Oral Health Services, and Alcohol and Drug Services, as well as a range of external service providers, health agencies and related organisations to ensure coordinated care for clients.

The position requires the understanding and application of Person-Centred Medical care to ensure comprehensive care is delivered in a coordinated and multi-disciplinary model of care that is inclusive and culturally sensitive.

Key Responsibilities

To provide good clinical care:

- Providing skilled health assessment, diagnosis, and treatment services to patients.
- Ordering diagnostic tests as needed and checking and informing patients of results in accordance with the practice's procedure.
- Referring patients appropriately to other providers if their needs exceed the range of care, you are able to provide.
- Consulting and collaborating with colleagues to provide optimal care.
- Documenting all care provided and education/information given to patients within their health record, in accordance with the practice's procedure.

To maintain good medical practice:

- Maintaining professional knowledge and standards through continuing medical education and personal professional development.
- Having a working knowledge of legislation and standards of General Practice.
- Maintaining a current cardiopulmonary resuscitation certificate.
- Practising medicine in a way that reflects the practice's and the organisation's values and mission.

Maintaining trust (professional relationships with patients):

- Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients.
- Responding openly and following up complaints or feedback.

Working collaboratively with colleagues:

- Collaborating with regards to rosters and providing cover to ensure patients' needs are met.
- Working constructively and harmoniously with all staff to ensure patients receive optimal care.
- Involvement in practice accreditation activities.
- Participating in practice-based activities such as operational meetings, clinical case discussions and annual planning meetings.
- Participating in the supervision of GP Registrars and medical students training as required

Maintaining integrity in professional practice:

- Charging for consultations in accordance with operational requirements.
- Declaring vested interests in services to which you may refer patients.
- Maintaining efficient and safe practice through timely response to checking results, managing referral and reports and returning calls in a timely manner as appropriate to accepted clinical practices. Participating in centre-based audits.
- Demonstrating a working knowledge of "NRCH and practice policy with regards to clinical practice

- Reporting “events” or untoward incidents in accordance with professional obligations and practice policy.
- Using the computer effectively (i.e., recall and reminder systems, data input).
- Keeping up to date with new MBS item numbers, SIPs and incentive payments.

Compliance

- Maintain current and up-to-date Professional Indemnity Insurance and ensure current certificate is available to the practice.
- Maintain current and up to date CPD and ensure current certificate are available to the practice.
- Demonstrate a knowledge of and compliance with all relevant legislation and common law obligations.
- Demonstrate regular updates and adherence to billing and Medicare guidance.
- Maintain recommended training and updates for Audits, Accreditation including Hand hygiene audits, BLS, CPR, COVID practices etc. including training deemed mandatory as per the organisation’s training requirements.
- Maintain up-to-date immunisation status as per the organisation’s policy and legislative requirements.

Occupational Health and Safety

- Consistently be aware of, and comply with, OH&S requirements.

Safety and quality

- Participate in the practice risk management and quality improvement processes if requested.
- Inform Practice Manager of incidents and near misses in line with practice policy.
- Practice duty of care including meeting practice standards and accountability.
- Ensure the practice workspaces are conducive to a safe and practical work environment.
- Support practice new workflows in line with infection control, urgent incidents and legislative requirements can be immediately upheld (i.e. – pandemic practice response).
- Be proactive in incident reporting, feedback and reflective practices to ensure the delivery of care continues to maintain an excellent standard.

KEY SELECTION CRITERIA

Qualifications

Essential

- Relevant and recognised Medical Degree including experience in General Practice
- Current Medical Practitioner Registration (RACGP Fellowship and AHPRA)
- Vocationally Registered

	<ul style="list-style-type: none"> • Current medical indemnity insurance • Current Medicare provider number or eligible to obtain
Experience	
Essential	<ul style="list-style-type: none"> • A comprehensive understanding of the health and wellbeing issues impacting the lives of people living in low socio-economic communities with a strong commitment to improving health outcomes. • Demonstrated skills and ability to communicate sensitively with people from different cultural backgrounds. • A commitment to improving health through primary care. • Demonstrated previous experience in a community or Clinical and Primary Health Care service. • Demonstrated computer proficiency, including the use of Microsoft Office applications and client record and data management systems. • High level of integrity in respect to maintaining the confidentiality of the service and client matters • An ability to function as a member of a multidisciplinary team. • Clear Working with Children Check and National Police History Check
Desired	<ul style="list-style-type: none"> • Demonstrated experience in community health sector. • Accreditation with or eligibility for accreditation with RACGP AGPT as a GP Supervisor
Attributes, Qualities and Skills	
Essential	<ul style="list-style-type: none"> • A patient centred care focus • Highly developed organisational skills including time management. • Excellent interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences as well as highly developed verbal and written communication. • Demonstrates flexibility and initiative in the workplace

Required Competencies, Core Values and Behaviours

Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.
- The ability to present well-constructed written communication.

Problem solving:

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

Teamwork:

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.
- Actively participates in team activities.
- Performs own roles and responsibilities efficiently to contribute to the program and organisation's objectives.
- Seeks feedback to ensure work is consistent with expectations.
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

Interpersonal Relations:

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

Community Focus:

- Is sensitive to our communities' heritage, traditions and identity.
- Develops the knowledge and skills needed to provide quality client care.
- Maintains basic awareness of current community issues.

Personal:

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the line manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

All NRCH appointments must:

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community.
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse, contact 000.

- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required.
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact the Program and Practice Manager Medical Services.

Job Demands Checklist

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions:	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks				x	
Standing	Remain standing to perform tasks		x			
Walking	Periods of walking required to perform tasks	x				
Bending	Forward bending from waist to perform tasks		x			
Kneeling	Remaining in a kneeling position to perform tasks	x				
Lifting/Carrying	Light lifting and carrying		x			
	Moderate lifting and carrying		x			
	Assisted lifting (mechanical, equipment, person assist)	x				
Climbing, Working at Heights	Ascending and descending ladders, steps, scaffolding					x
Pushing/ Pulling	Moving objects e.g. trolleys, beds, wheelchairs	x				
Reaching	Arms fully extended forward or raised above shoulder	x				
Crouching	Adopting a crouching posture to perform tasks					x
Foot Movement	Use of leg and/or foot to operate machinery					x
Head Postures	Holding head in a position other than neutral (facing forward)	x				
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding				x	
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands	x				
Driving	Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc.		x			
Using role specific tools/equipment	Floor Polishing Machines, Floor Scrubbing Machines and Vacuums					x

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed. E.g. Emergency or grief situations			x		
Aggressive/ Unpredictable People	Raised voices, yelling, swearing, arguing. e.g. Drug/alcohol, dementia, mental illness			x		
Exposure to Distressing Situations	e.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Security Concerns	Concerns about safety and security of self, accessing and leaving work, performing duties		x			
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Confined Spaces	An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person					x
Biological Hazards	e.g. Exposure to body fluids, bacteria, infection diseases requiring PPE	x				

Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Protocol available on the intranet, as well as the Victorian Government Safety Screening Policy for funded organisations. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Immunisation requirements are determined by the risk Category an employees' position falls under and are detailed in the NRCH Staff Immunisation Program Procedure document available on the intranet.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.

SIGNATURE: _____ **DATE:** _____

EMPLOYEE NAME: _____