Position Description

Position Title	Clinical Unit Head Gastroenterology
Position Number	30101705
Division	Clinical Operations
Department	Medical Services
Enterprise Agreement	General Medicine
Classification Description	AMA Victoria/ASMOF – Victorian Public Health Sector Medical Specialists Enterprise Agreement 2022-2026
Classification Code	Specialist Year 1-9
Reports to	HM33 – HM41 or HN16 – HN59
Management Level	Professional: Chief Medical Officer Operational: Clinical Director Medical Services
Staff Capability Statement	Tier 3 - Business Manager
Mandatory Requirements	• National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

You will be a suitably experienced Gastroenterologist seeking a rewarding career through your contribution to a large and rapidly growing regional tertiary referral hospital with a role in teaching and the professional development of Interns, HMOs and Registrars.

This role is the senior leadership role for Gastroenterology, reporting through the Clinical Director of Medicine. The responsibility of the role is to provide leadership and management to the Gastroenterology team including; clinical governance, service planning, people management, regional leadership, education and research. The role will also be required provide direct clinical service delivery and continue the development of and lead a highly productive, cohesive multidisciplinary team.

This role will work closely with the Clinical Director of Medicine, Director Nursing Medical Services, Medical Workforce Unit and other Clinical Unit Heads.

Key initiatives will include:

The appointee is expected to lead departmental activities including:

- Clinical governance (including safety and quality)
    - Risk Management.
    - Quality Improvement
    - Data analytics including collection, analysis and reporting.
    - Accreditation.
- Clinical re-design of workflows and practices
    - Optimisation
    - Standardisation / reduction in variability
    - Departmental protocols
    - New services
    - Innovation
- Provide leadership for the development and implementation of standards for compassionate, high quality clinical care of Gastroenterology patients both within, and external to, Bendigo Health.
- Undertaking case reviews and providing advice and recommendations to the Clinical Director, Executive Director, CMO and clinicians on appropriate clinical management of Gastroenterology patients.
- The Clinical Unit Head of Gastroenterology is responsible for providing medical leadership to the Gastroenterology team at Bendigo Health and its regional referring health services.
- The Clinical Unit Head will promote a coherent regional approach to inpatient and outpatient Gastroenterology services in keeping with the requirements of the Department of Health and Human Services.

Close liaison will occur with the:

- Clinical Director Medicine
- Clinical Unit Head General Medicine

- Clinical Unit Head Respiratory Medicine
- Clinical Unit Head Endocrinology
- Clinical Unit Head Hospital In the Home (HiTH)
- Clinical Unit Head Geriatrics and Rehabilitation and Palliative Care Medicine
- Director Medical Workforce Unit
- Business Directors

Managers at Bendigo Health are an integral part of the health care service team, providing leadership and direction to a dedicated staffing group.

A manager at Bendigo Health should have, or aspire, to, the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page

Responsibilities and Accountabilities

Key Responsibilities

The Clinical Unit Head of Gastroenterology will:

- Provide clinical service
- Provide strategic advice to the Clinical Director, executive and Board in relation to an appropriate service profile in Gastroenterology for Bendigo Health, and provide operational advice in relation to the requirements to support that profile.
- The development and implementation of appropriate policies and practices within Gastroenterology services to ensure consistent and coherent high-quality management of Gastroenterologist patients.
- Identify relevant training requirements for staff and develop a training and education program to facilitate those requirements.
- Contribute to the credentialing and appointment processes with respect to applications for credentialing and/or appointment as a Gastroenterologist
- Identify issues that arise within and between health services that hinder the optimal delivery of services and provide advice to relevant health services to assist the resolution of those issues.
- Provide medico-legal advice to the CMO as required on specific cases or service provision in general.
- Provide high-level clinical governance leadership in Gastroenterology that includes -
    - Conducting case reviews on clinical incidents as instructed by the CMO and/or the Clinical Operations Quality and Risk Committee
    - Responding to all pertinent clinical incidents posted in VHIMS
    - Oversee and coordinate to institute robust clinical audit of Gastroenterology services and outcomes, advising the CMO and Senior Management of significant results and develop strategies to improve performance.
    - Contribute to the investigation of complaints relating to Gastroenterology services to determine the facts and facilitate efficient issue resolution.
    - Lead participation in Quality and Safety initiatives and activities including conduct of regular minuted audit meetings and minuted Morbidity and Mortality reviews as required for the Craft Group, either separately or as part of the wider M&M for the Craft Group - as directed by the Clinical Director.
    - To participate in annual Performance Reviews of all members of the respective Craft Group.
- Lead senior medical staff recruitment within the Gastroenterology department.

- Contribute to the development and implementation of a Gastroenterology services workforce plan for senior and junior medical staff
- Appraise clinical research relevant to regional Gastroenterology services and advise on the implementation of relevant research findings into clinical practice, thereby promoting evidence-based practice.
- Manage the Gastroenterology senior doctor roster with appropriate administrative support.
- To participate in organisational committees as appropriate.
- Engage with the MWU on the development of the Junior Medical Staff (JMO) roster and the allocation of resources for service delivery.
- With the CMO and Clinical Director Medicine, contribute to the broader medical leadership at Bendigo Health.
- Be responsible for liaison with the College (RACP) in regards to strengthening relationships and attracting trainees to BH.
- Mentoring and teaching of junior medical staff within the division.
- To ensure timely completion of RACP documentation with regard to Gastroenterology trainees.
- Work in conjunction with other members of the Medical Services senior management team to provide operational and professional management across the areas of responsibility.

Personal Attributes

- A good record of achievement in the development and planning of Gastroenterology services, and implementation of quality assurance and clinical review activities.
- High level of self-confidence.
- Ability to interact and communicate with a diverse range of people at all levels.
- A personal approach which is positive, enthusiastic, friendly and helpful.
- Ability to give excellent customer service to both internal and external customers.
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills.
- Flexibility to operate in an environment of change and continuous improvement.
- Ability to demonstrate balance and objectivity.

Key Selection Criteria

Essential

1. Fellowship of applicable college training program
2. Current registration as a Specialist in Gastroenterology with the Medical Board of Australia
3. Extensive relevant clinical experience in Gastroenterology at a senior level in an Australian health service
4. Advanced change management and communication skills
5. The applicant must be able to demonstrate:
    a. Effective interpersonal skills.
    b. Demonstrated experience in management of medical staff rostering and leave.
    c. A commitment to ongoing clinical education.
    d. Demonstrated leadership skills.
    e. Knowledge of Clinical Governance as this pertains to Gastroenterology.
    f. Evidence of customer service ethos.
6. Awareness of current legislation and policies pertaining to medical practice and the workplace including EEO, Occupational Health and Safety, Public Sector management, Infection Control and access for clients with disabilities.

7. Knowledge of legislation relevant to Gastroenterology.
8. Demonstrated ability to apply Gastroenterology research to clinical practice

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.