

Position Description

Position Title	Medical Administration Registrar
Position Number	30011012
Division	Clinical Governance
Department	Office of the Chief Medical Officer
Enterprise Agreement	Doctors In Training (Victorian Public Health Sector) (AMA VICTORIA/ASMOF) (Single Interest Employers) Enterprise Agreement 2022-2026
Classification Description	Registrar Year 1 - Year 6 and thereafter; Relevant to year of experience
Classification Code	HM25 – HM30; Relevant to year of experience
Reports to	Chief Medical Officer and Executive Director of Medical Services
Training Supervisor	Chief Medical Officer
Management Level	Management Trainee
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 724-bed service that treats more than 57,000 inpatients, triages more than 65,000 emergency attendees and welcomes over 1,700 new born babies in a year. In addition, more than 17,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff 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.

The Clinical Governance Division

Clinical Governance is focused on upholding patient safety and a high quality of service through leadership, quality improvements, clinical performance, risk management, professionalism and excellent patient care. The division collaboratively provides high quality clinical governance support and advice, both internally and when supporting our regional Health Service Partners.

Clinical Governance is led by the Executive Director Medical Services (EDMS) in conjunction with the Chief Medical Officer (CMO). The Clinical Governance Division oversees Clinical Risk Management, Medicolegal Services, Care of the Deceased, GP Liaison, Medical Imaging incorporating BreastScreen, Pharmacy, Pathology, Medical Education and Research Governance. The office of the Chief Medical Officer also has regional priorities in developing and maintaining services and partnering with all health partners to improve health outcomes.

The Division oversees incident reporting, investigation of adverse patient events and complaints regarding clinicians. The EDMS provides leadership and support to the medical workforce to feel empowered to provide Excellent Care. Every Person. Every Time.

The Position

The Medical Administration Registrar position is an accredited Royal Australasian College of Medical Administrators (RACMA) training position on the standard pathway for training in the speciality of Medical Administration. The Registrar will work under the direction of the Executive Director Medical Services and the Regional Chief Medical Officer to facilitate the development and implementation of robust medical administrative systems at Bendigo Health and within the Loddon Mallee Health Network, and develop expertise in matters relating to medical administration. This is a busy Registrar position in a large regional health organisation that offers training in a broad spectrum of medical administration tasks and duties within Bendigo Health and regionally. It is a requirement that the candidate is enrolled in an appropriate Masters Program. Support will be provided to meet your training requirements and a number of opportunities will be made available to the Registrar.

Responsibilities and Accountabilities

Key Responsibilities

Leadership and management

Readiness to take direction and willingness to learn from nominated supervisors and senior members of the team.

The registrar will be expected to carry out a range of management, administrative and leadership tasks independently and semi independently including information gathering, synthesis, analysis and various human resource functions as delegated.

Operational Responsibilities

Clinical Governance

- Participate in the delivery of a comprehensive clinical governance/quality improvement program including clinical audit, risk management, and accreditation- related activities.
- Assist with patient complaints, incident management (including SAPSEs, IDCRs and RCAs) and medico-legal requests.
- Development and review of clinical policy and procedures.
- Active participation in safety and quality improvement activities, on a multi-disciplinary basis.
- Foster constructive relationships with key partners including regional health services, medical staff and local government partners.
- Undertake analysis of incidents to inform the organisational risk management and quality improvement programs.
- Participate in mortality reviews.
- Support the implementation of ACS&QHC National Standards compliance program.
- Support the review and introduction of new technologies and clinical practices across the organisation.

Operational and administrative

- Participate in and/or chair hospital-wide committees as requested.
- Facilitate Medical Services compliance with the legal and statutory requirements, By-Laws and HR policies on employment practices and performance management.
- Participate in management of recruitment and credentialing.
- Participate in the strategic planning process, and the development and implementation of operational plans.
- Assist with management of our junior medical workforce, including with recruitment, on-boarding, accreditation and financial tasks.

Education and research

- Participate in Bendigo Health's Research Governance framework.
- Provide support to staff to improve understanding of relevant policy requirements relating to incident and risk management across Bendigo Health.
- Contribute to the achievement of professional expertise for self and direct reports through:
 - Maintenance of personal professional development/continuing education.
 - Personal application of the Bendigo Health management performance framework.
 - Identifying, encouraging and monitoring the continuing development of others within a learning culture.
 - Adherence to the Bendigo Health codes of professional conduct, code of ethics, standards of practice and competencies, Values and Vision

Safety and Quality

It is the responsibility of all staff at Bendigo Health to ensure that they provide safe high-quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Bendigo Health policies and protocols by all staff.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

The Medical Administration Registrar must demonstrate the following requirements:

Essential

Educational/Vocational

1. AHPRA-Registered Medical Practitioner
2. A minimum of 3 years clinical experience
3. Enrolled/ Intend to enrol as a candidate of the Royal Australasian College of Medical Administrators (RACMA)

Experience

4. Work with others to create individual growth and development in line with organisational needs.
5. Planning & Organisation – Demonstrates ability to prioritise work assigned, manages workflow and completes assignments on a timely basis.
6. Problem solving and decision making – Demonstrates ability to assess situations, consider possible solutions, make and communicate decisions and take the appropriate action.
7. Expertise in basic Microsoft applications.

Knowledge

8. Communication Skills – Ability to communicate effectively in a range of media including verbal, formal, written and electronic.
9. Innovation and Change – Takes risks in challenging assumptions, generating and implementing imaginative solutions that transform the status quo. Is proactive in dealing with change by managing potential conflict, supporting the team and monitoring progress

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check: Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition, you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Registration with AHPRA: The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence: A current Victorian driver's licence is required for this position.

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.