



# Royal Flying Doctor Service

CENTRAL OPERATIONS

## Medical Director

### Our Promise

The furthest corner. The finest care.

### Role Overview

<b>Position Summary:</b>	The Medical Director provides medical direction and administration including, but not limited to, developing clinical practice guidelines.
<b>Reports To:</b>	Chief Executive Officer
<b>Direct Reports:</b>	Nil
<b>Special Conditions:</b>	<p>The incumbent is required to:</p> <ul style="list-style-type: none"><li>• Undergo a pre-employment drug and alcohol test and will continue to be subject to random drug and alcohol testing.</li><li>• Maintain a minimum level of immunisation based on assessed risks.</li><li>• Undertake a medical examination and/or functional capacity assessment.</li><li>• Undertake criminal history and background checks.</li><li>• Attend other RFDS Bases.</li><li>• Be eligible to hold an ASIC card.</li><li>• Hold a current Australian driver's licence.</li></ul>
<b>General Expectations:</b>	Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.
<b>Chief Executive Officer Approval:</b>	Chief Executive Officer Name: Tony Vaughan Signature: _____ Date: _____
<b>Acknowledgement of Incumbent:</b>	I have read and understood the information and duties/responsibilities contained within this Position Description. Name: _____ Signature: _____ Date: _____



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## Key Responsibilities

Accountability	Key Activities
<b>Clinical Governance</b>	<ul style="list-style-type: none"> <li>• Provide medical leadership and governance.</li> <li>• Provide medical and clinical feedback in the development of clinical and practice policies and procedures that ensure health service delivery is in line with legislative and regulatory requirements.</li> <li>• Supervision of Medical Officers and Registrars and others as required and agreed.</li> <li>• With the Executive General Manager Health Services Development, progress key patient safety initiatives and ensure ongoing standards of care. For example, oversight of clinical case reviews, monitoring of clinical indicators, incident analysis, progressing a 'just' safety culture.</li> <li>• Monitor RFDS health care practices for compliance with corporate and clinical legal requirements.</li> <li>• Ensure medical employees are credentialed and comply with defined scope of practice where relevant.</li> <li>• Assist in management of medico-legal and coroner requests and support employees as required / directed.</li> <li>• Develop shared quality improvement initiatives with service partners for all medical services.</li> <li>• Provide reports to the Executive Team and the Board as required.</li> </ul>
<b>Develop Stakeholder Relationships</b>	<p>Develop key relationships with:</p> <ul style="list-style-type: none"> <li>• Government representatives;</li> <li>• Professional bodies and organisations such as, ACCRM, ACEM, RACGP etc.;</li> <li>• Primary Health Networks;</li> <li>• State Wide and national health organisation representatives; and</li> <li>• Health professional registration bodies.</li> </ul>
<b>Strategy and Policy</b>	<ul style="list-style-type: none"> <li>• Provide leadership and authoritative and expert advice on a wide range of professional medical and policy issues.</li> <li>• Provide medical advice as required to the Clinical Governance Committee and the Health Advisory sub-committee of the RFDS Board.</li> <li>• Collaborate on developing innovative medical education pathways / training programs, within the RFDS and with the tertiary sector.</li> <li>• Progress the recognition of the RFDS as the pre-eminent provider of aeromedical and rural and remote services by advancing medical college and tertiary relationships, contribution within the tertiary sector and advancement of research capability and relationships.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Provide oversight of medical service delivery health outcomes including development and monitoring of health outcomes KPIs and data.</li> <li>• Contribute to proposal and tender responses as necessary.</li> </ul>
<p><b>People and Resource Management</b></p>	<ul style="list-style-type: none"> <li>• Provide clinical leadership to RFDS staff including, but not limited to, demonstrating the values of the organisation and ensuring clear alignment of all activity with RFDS' strategic direction.</li> <li>• Provide leadership, direction and support on professional medical issues to the organisation.</li> <li>• Provide expert advice on medical workforce models, standards and challenges to ensure RFDS can provide safe and quality health services.</li> <li>• Collaborate with appropriate stakeholders to assist in any performance management issues for Medical Officers in line with legislative guidelines, AHPRA and organisational policy and procedures.</li> <li>• Provide strategic level workforce planning for recruitment and retention of an appropriate medical workforce for the services provided.</li> <li>• Oversee and advance university medical student placements.</li> <li>• Monitor external feedback received for medical services.</li> <li>• Collaborate in the development and maintenance of a culturally appropriate workforce and contribute to the development of communication channels for Indigenous consumers.</li> </ul>
<p><b>Teamwork</b></p>	<ul style="list-style-type: none"> <li>• Contribute to a team culture where individual members are valued and recognised for their diverse skill sets.</li> <li>• Keep team members informed of relevant issues impacting them or their work.</li> <li>• Suggest and promote creative ideas and approaches to improve individual and team performance.</li> <li>• Encourage and support others to take on new challenges and opportunities.</li> </ul>
<p><b>Customer / Stakeholder Relationships</b></p>	<ul style="list-style-type: none"> <li>• Build collaborative working relationships with internal and external stakeholders.</li> <li>• Proactively anticipate customer needs where possible.</li> <li>• Manage work with a continual focus on the impact of decisions and actions on customers / stakeholders.</li> <li>• Measure customer / stakeholder satisfaction to continually improve.</li> </ul>



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<b>Health, Safety and Quality Systems</b>	<ul style="list-style-type: none"> <li>Actively create and maintain a safe and healthy work environment by working safely, adhering to instructions and using equipment in accordance with safe operating procedures.</li> <li>Initiate and participate in worksite inspections, accident reporting and investigations, developing safe work procedures and providing appropriate information, instruction, training and supervision.</li> <li>Address any unsafe working practices or hazardous working conditions.</li> </ul>
<b>Professional Behaviour and Development</b>	<ul style="list-style-type: none"> <li>Actively develop capabilities and technical expertise.</li> <li>Support the development and growth of others.</li> <li>Model professional conduct according to our values and Code of Conduct.</li> </ul>

## Our Values

Our values are used to indicate the type of conduct required by our employees and the professionalism that our customers can expect from our service.

Values	Care & Respect	Reliable & Dependable	Safety & Quality	Socially & Ethically Responsible	Collaboration	Innovation
Behaviours bringing values to life	Understanding	Personal effectiveness	Safety orientation	Commitment	Communication	Strategic vision
	Genuine relationships	Analysis & problem solving	Continuous improvement	Valuing diversity	Leading by example	Embracing change

## Skills, Knowledge and Experience

### ESSENTIAL QUALIFICATIONS / REGISTRATIONS / MEMBERSHIPS

- Current registration with the Australian Health Practitioners Regulation Agency (AHPRA) as a Medical Practitioner;
- Current Fellowship with RACGP and/or ACRRM and / or ACEM.

### Desirable Qualifications / Registrations / Memberships

- MPH, MPHTM, Public Health Qualifications or working towards a similar qualification;
- FRACMA or JCCA accreditation.



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### ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- More than 10 years (as a guide) post graduate experience with the ability to perform each position responsibility satisfactorily;
- Demonstrated ability to contribute at an executive level to organisational wide issues;
- High level leadership and change management skills and capacity to build an effective team and provide a positive role model to all employees and key stakeholders;
- Previous experience in clinical leadership roles;
- Experience in leading and managing a multi-disciplinary team, within a rural/remote/regional and culturally diverse context;
- Exceptional written and verbal communication skills, with the ability to communicate effectively with a range of internal and external stakeholders;
- Demonstrated problem solving and decision making skills;
- Knowledge of the Australian Health Care Systems, Controlled Substances Act 1984, Controlled Substances (Poisons) Regulations 2011;
- Ability to liaise and negotiate effectively at all levels of the organisation.

### Desirable Skills, Knowledge and Experience

- Demonstrated expertise in primary health care;
- Experience working in Primary health care and its implementation within a rural/remote context;
- Experience in aeromedical, Indigenous, rural and remote medical practice;
- Experience in leading and managing complex change;
- Experience in applying contemporary management principles and practices.

### Key Relationships

Internal	External
<ul style="list-style-type: none"><li>• Executive Leadership team</li><li>• Clinical Governance team</li><li>• All RFDS Employees and Managers</li><li>• Other RFDS Sections</li><li>• RFDS Board</li></ul>	<ul style="list-style-type: none"><li>• General public</li><li>• Other primary health care organisation and service providers</li><li>• Government, non-government, and community organisations</li><li>• Volunteers, fund raisers and donors</li><li>• All other RFDS stakeholders</li></ul>

#### Special Note:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills to perform the role.