Position Description

General Practitioner

Position Title	General Practitioner
Location	Gympie; Sunshine Coast; travel may be required across NCACCH service region/s
Employment Status	Full time or Part time, Permanent or Contractor; dependent on business needs
Position Report To	Practice Manager
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services

Purpose of the Position

The NCACCH General Practitioner is part of the of the Health Services team and reports to the Practice Manager and at times, takes direction from the General Manager – Health Services.

The position is responsible for participating in processes in conjunction with the Practice Manager and the Senior General Practitioner of the NCACCH Aboriginal Medical Service/s in which they work, and to provide expertise in the delivery of comprehensive primary health care services. The position will contribute to clinical quality and safety and will foster a culture of organisational reflection and continuous quality improvement. The position will also be responsible for the provision of General Practitioner services to Aboriginal and Torres Strait Islander patients and their families as part of a multi-disciplinary team of medical and health staff, within the operational framework of an Aboriginal and Torres Strait islander community controlled health service.

The NCACCH General Practitioner is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position works closely with the Practice Manager and Senior General Practitioner to ensure NCACCHs business objectives are met through robust and effective support systems and activities to support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

Selection Criteria

Essential:

- Minimum three years post graduate experience in a primary care setting or similar
- Eligibility to obtain provider number/s in the required location/s
- Demonstrated clinical experience, in particular the ability to contribute to and support a medical/primary health care team and contribute to effectively planning and coordinating own and health team's workload to achieve results
- Demonstrated ability to ability to empathise, work and communicate sensitively and effectively with Aboriginal and Torres Strait Islander people
- Ability to perform comprehensive patient assessments, plan, implement and evaluate clinical care and primary health care strategies, including appropriate investigations, treatment and referral
- Ability to contribute and motivate an effective team of clinicians, health professionals and other personnel in order to achieve identified outcomes
- Experience in contributing to compliance with 'best practice' approaches in clinical practice, clinical policies, systems and procedures
- Sound theoretical knowledge, practice skills and ethical behaviour
- Knowledge and demonstrated experience in the Medicare Benefits Schedule
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems

- Strong administrative skills including the ability to prioritise competing work priorities, maintain accurate and legible records and meet targets and performance outcomes
- Strong interpersonal and communication skills with a focus on patient outcomes; including the ability to develop meaningful relationships whilst respecting traditional culture and values
- Demonstrated highly developed written and verbal communication skills with the ability to liaise with patients, internal and external stakeholders

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply

Desirable

- Demonstrated knowledge and experience working with an electronic Patient Management System e.g. MMEX
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions
- High level understanding of the health, social and emotional wellbeing needs of Aboriginal and Torres Strait Islander people in rural, regional and urban settings
- Knowledge of local, state, and national health policies, resources, and organisations

Mandatory Qualifications/ Professional Registrations and Licences

- Specialist GP recognition/vocational registration
- MBBS and unconditional registration with the Medical Board of Australia
- AHPRA Registration & Professional Indemnity Insurance
- Current Suitability 'Blue Card' for working with children and young people unless an exempt professional
- Current First Aid & CPR qualifications
- Current C Class Drivers Licence (QLD)

General Role Requirements

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region may be required

Position Responsibilities

Clinical Practice

- Provide clinical services to patients during hours of operation of the service, in keeping with accepted best practice standards
- Ensure that clinical care is in line with national ethical, legal and clinical standards of general practice care, as well as with regionally endorsed protocols and guidelines for delivery of care across the Gympie and surrounding region/s
- Contribute to the maintenance of high-quality information in electronic record systems, including the utilisation of patient information and recall systems to support individual patient care, identify population health needs and gaps in service delivery
- Establish and maintain strong linkages with other health providers in Gympie and surrounds to ensure optimum coordination of care and advocacy for the patient base
- Oversee the delivery of comprehensive preventive health assessments for patients across the age spectrum, and provide leadership for the multidisciplinary team in delivery of coordinated care planning for patients with complex chronic care needs
- Optimise uptake and income generation across the service through MBS billings
- Optimise referral pathways to specialist and allied health services for patients; work closely with the Practice Manager and service team to anticipate and identify opportunities for expanding access to these services for patients
- Prepare reports and legal summaries for government departments and other relevant agencies e.g. WorkCover, Centrelink, etc. as required.

Quality Assurance/Improvement

- Participate and contribute to the safety and quality of clinical services delivered by the health team within the clinic
- Participate in the implementation and ongoing review and revision of a comprehensive clinical governance framework for the organisation
- Demonstrate commitment to the process of continuous quality improvement as an integrated aspect of service development and delivery
- Contribute to regular audit, feedback and quality improvement processes
- Attend and participate in regular meetings of the NCACCH GPs, and others as required
- Provide feedback to Practice Managers and Senior GP on clinical performance of health staff
- Ensure maintenance of own professional development including fulfillment of triennium PD requirements for upkeep of Vocational Registration
- Actively support and participate in activities required for obtaining and maintaining clinical and organisational accreditation as required
- Contribute to the development and implementation of research priorities in rural Indigenous health as part of the broader NCACCH network

Workforce Training and Development

- Foster a culture of learning and ongoing education in the workforce
- Participate in the implementation of in-services for health staff and professionals
- Provide formal and informal supervision to medical undergraduate and post-graduate trainees undergoing placements
- Participate in local and regional processes of peer review.

Education and Promotion of Health Literacy

- Provide education for patients and families on the roles of various providers involved in their care, reasons for referral and importance of follow-up care
- Support patients and families with information, resources and advice in response to specific requests and/or identified need
- Working closely with the Clinical Services and Community Health Services to identify opportunities for individual, family and community education to build knowledge about wellbeing including healthy life choices, risk factors, chronic conditions, breadth and availability of health care and related services

Service Development and Improvement

- Actively participate in regular staff meetings, continuous quality improvement meetings and activities as required
- Identify opportunities, attend and contribute to local and regional service development and quality improvement forums as required
- Analysis and identification of quality improvement opportunities from direct input, feedback from patients, families and community, as well as information drawn from the electronic Patient Information Management System

Relationship Management

- Foster productive working relationships with other NCACCH staff in the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues
- Encourage cross-functional collaboration to achieve the best outcome for the organisation
- Champion NCACCHs expected behaviours and values both internally and externally to the wider community.

Information Management

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility

- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility.

Excellence

- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards.

Safety

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH's Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH's policies and procedures
- Carry out your duties safely in accordance with your ability and competence.

Legal Obligation

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.