

Position Description

Position details				
Position Title	Director, Emergency Department		Department	Emergency
Position No			LHD	
Award Classification	Salaried Senior Medical Practitioners (State) Award		Location	
Reports To		Hours	Duration	
Reports directly to			Date Evaluated	
Other Roles Reporting to Position's Manager:				

About the NSW Ministry of Health

With almost a third of the state's budget allocated to the health portfolio, NSW Health is one of its largest human services agencies. For more information go to www.health.nsw.gov.au

Although the Ministry is just one component of the wider NSW Health system it plays a key role in:

- shaping overall policy development, funding strategies and system-wide planning of health services
- partnering with Local Health Districts, NSW communities and organisations to promote health, prevent injury and disease, and drive improvements such as the 'patient journey experience'.

About the (Your Health Service)

Suggest one paragraph

Role and purpose of the (Your Health Service)

Can expand more here, maybe include the key strategic directions of your health service.

Your specific department

A few paragraphs about your department, aims, goals, etc

Position context

Primary Purpose of this Position

- Provide clinical care to patients and assume overall responsibility for the delivery of specialist services in the Emergency Department ensuring the provision of a continuous high standard of patient care.
- Provide professional leadership and strategic direction, as well as promoting professional standards.
- Ensure the delivery of high quality patient care, education and research.
- Ensure the Emergency Department develops and maintains effective working relationships within the Hospital, and LHD, with other service providers, key stakeholders, consumer organisations and the community.
- Lead a change management role in developing a world class Emergency Department at the Hospital.

Roles and accountabilities

Planning and development

- Develop and maintain a strategic service plan for the Department, integrating organisational and Clinical Program objectives.
- Make recommendations to the Hospital in relation to the development of emergency services to ensure that the Hospital develops a world class Emergency Department.
- Promote the network role of the Hospital in emergency medicine within the LHD and to the wider community, ensuring the profiling of the Hospital's emergency department in appropriate avenues: within the LHD, within the Ministry of Health, at professional conferences etc.
- Contribute to strategic and operational planning for the Hospital. Recommend initiatives, policies and procedures to enhance the clinical services of the Hospital overall.

Performance measurement

- Progress for agreed initiatives met against targets and timelines
- Development and circulation of strategic / business plan.
- Improved profiling of the emergency department.

Clinical responsibilities

- Direct, co-ordinate and provide clinical care to patients in the Emergency Department.
- Provide clinical team leadership in the Department and ensure the efficient and effective provision of quality care.
- Encourage and promote the functioning of the Emergency Department as a multidisciplinary team in the assessment and provision of patient care.
- Ensure patients and consumers receive quality service delivery and continuity of care
- Establish and develop clinical protocols and pathways to ensure clinical standards/ outcomes, risk management approaches and accreditation requirements are achieved.
- Promote and maintain relationships with other departments and services to ensure the delivery of care to patients admitted via the Emergency Department.

Performance measurement:

- Achievement of relevant clinical standards and accreditation requirements
- Clinical standards maintained through credentialing, clinical competence and evidence based standards of practice.
- Evidence of improvement in outcomes of care and service delivery within allocated resources
- Maintenance of continuous measurement and reporting in terms of; access, discharge, service provision and clinical care.
- Establishment of clinical protocols and pathways.
- Department functioning as a multidisciplinary team in patient care.

Leadership and management

- Provide effective leadership and management of the day to day operations and services of the Emergency Department, including clinical practice and patient continuum of care.
- Lead, implement and manage change management strategies within the Emergency Department.
- Collaborate and ensure effective participation of and communication with all staff of the Department, including the Nurse Manager, nursing and support staff of the Department.
- Ensure the facilitation of effective teamwork, communication and a multidisciplinary approach to patient care.
- Be accountable for the performance of the Emergency Department against the key performance indicators as established by the Hospital's Executive.
- Effectively manage the Emergency Department in accordance with the objectives and policies of the Hospital.
- Participate in relevant committees / working parties within the Hospital.
- Ensure the provision of duties by staff managing patients in the Emergency Department, the maintenance of adequate medical records, timely completion of patient summaries and appropriate data collection.

Performance measurement:

- Structure for review and evidence of effective management of adverse events and complaints, clinical audit, clinical indicators and peer review results
- Change management strategies implemented and achieved.

Research, teaching and education

Staff

- Identify the training and development needs of staff in the Emergency Department and ensure the maintenance and enhancement of professionalism and clinical expertise of these staff.
- Provide education through training seminars and tutorials to clinical staff.
- Participate in the supervision and training of JMOs/Registrars and other staff as appropriate.
- Facilitate the development of clinical skills in medical staff of the Emergency Department.

Self

- Maintain up-to-date mandatory requirements
- Demonstrate a commitment to continuing personal professional development.

Research

- Encourage and conduct clinical and basic research relating to emergency medicine.
- Contribute to and support research activities in relation to emergency medicine.

Performance measurement:

- Evidence of contribution to continuing professional development programs and staff participation.

- Evidence of contribution to research and body of knowledge in relation to effective health care.
- Achievement of mandatory training requirements.

Financial and resource management

- In collaboration with the Executive and Business Manager prepare and manage the budget for the Emergency Department.
- Oversee the efficient utilisation and management of resources within the Department to ensure that the operational and budgetary targets for the Emergency Department are met.
- Maximise revenue in terms of billing private patients.
- Develop and implement strategies to attract financial support for research in emergency medicine.
- Ensure that equipment and facilities within the Emergency Department are replaced and upgraded as appropriate.

Performance measurement:

- Activity and budget achieved within agreed targets for areas of responsibility.
- Evidence of allocation of appropriate resources linked to service delivery and clinical outcomes
- Maximised revenue.

Quality

- Actively participate in Hospital Quality Improvement Activities, including Risk Management, Incident Monitoring and Root Cause Analysis where appropriate.
- Identify work practice improvement and change management opportunities within the Emergency Department. Implement changes and carry out evaluations to ensure appropriate standards of service delivery.
- Participate in the provision of data and information management to provide timely and accessible information to inform management decisions and enable continuous improvement.
- Support the Hospital's quality standards in terms of EQUiP, ensuring that clinical review activities are undertaken as part of the Quality Improvement Programme.
- Ensure the participation and representation of the Emergency Department on relevant committees and working parties.

Performance measurement:

- Regular monitoring against performance indicators and implementing strategies to improve service delivery.
- Evidence of appropriate data used for ongoing monitoring and decision making.
- Support and participation in EQUiP / accreditation.

Human resource management

- Plan, implement and monitor human resources which are reflective of the clinical services plan for the Emergency Department.
- Establish effective communication strategies, across all classifications and at all levels.
- Support and encourage the functioning of the staff of the Emergency Department as a

multidisciplinary team, with effective teamwork in patient care.

- Ensure that the staffing levels, skill mix and rostering within the Emergency Department meet service requirements within agreed resources.
- Participate in developing strategies for the attraction, recruitment and retention of medical and other staff.
- Be responsible for relevant human resource issues encompassing workforce planning, harmonious industrial relations and the use of Supero / KRONOS / Romulus.

Performance measurement:

- Staffing aligned to service requirements and within agreed budgets.
- Effective multidisciplinary teamwork and functioning.
- Annual staff performance evaluation and development reviews carried out.
- Evidence of succession planning
- Recruitment and retention levels and strategies within target
- Leave management and liability within target
- Harmonious industrial relations

OHS management

- Develop and implement strategies to ensure a safe environment for patients, staff and the community.
- Participate in appropriate management OH&S training.
- Investigate, report and monitor any unsafe conditions or equipment.
- Carry out all duties and responsibilities in compliance with OH&S responsibilities.
- Ensure the completion, recording and monitoring of all necessary accident and incident documentation within the Department.
- Foster a safe working environment, taking all reasonable care to ensure the safety of yourself and others in the workplace.

Performance measurement:

- ED representation on OH&S committees and working parties.
- Appropriate investigation and reporting of incidents and accidents.
- Safety performance measures within agreed targets.
- Reduction in hazards and risks.

Key skills and experience

1. Hold medical qualifications registrable in NSW
2. Fellowship of the Australasian College for Emergency Medicine and/or other specialist recognition as provided for in the Salaried Senior Medical Practitioners Award
3. Recognised as a professional leader in emergency medical services

4. Proven track record in the pursuit of clinical excellence
5. Strong leadership skills and well developed communication and negotiation skills
6. Extensive knowledge and understanding of the health care industry, including national and international trends in the provision of emergency / medical services
7. Previous demonstrable commitment to teaching and quality improvement
8. Demonstrated experience in senior management involving resource allocation and management
9. Experience in the implementation of change management within a complex clinical department, including strategic planning skills

Desirable criteria

10. Commitment to research
11. Relevant University qualifications in administration or management
12. Proficient in the use of PC windows environment

Outcomes

- To be responsible for the effective management and co-ordination of all aspects of clinical care provided by the Emergency Department.
- To establish an effective team with medical, nursing, allied health professionals and administrative staff in the delivery of clinical services as well as administrative, budgetary and management issues affecting the appropriate delivery of patient care within the Emergency Department.
- To work with the Executive to agree an annual business plan that meets the key organisational objectives within the agreed resources

Attachments

(your local health service) Organisation Chart	<input type="checkbox"/>	Yes
	<input type="checkbox"/>	No
(your departments) Organisational Chart	<input type="checkbox"/>	Yes
	<input type="checkbox"/>	No

Certification

We have read the above position description and are satisfied it accurately describes the position.

Position Holder's Name	
Signature	
Date	
Manager's Name	
Signature	
Date	

Organisation Charts