



POSITION DESCRIPTION

JOB TITLE	General Practitioner -Urgent Care Services
BUSINESS UNIT	UNE Life Health
REPORTING TO	General Practitioner – Clinical Lead
LOCATION	UNE Healthcare Centre
AWARD COVERAGE	Health Professional & Support Services Award 2020
DATE	May 2024

PURPOSE OF THE POSITION

The General Practitioner (GP) – Urgent Care Services (UCS) performs the key clinical role in the UCSs team through the provision of healthcare services and support. The UCS core team include the GP, nurse, and reception.

The Urgent Care Service (UCS) is designed to provide short term, episodic medical attention for non-life-threatening injuries and illnesses. It aims to bridge the gap between primary healthcare and emergency departments (ED) by offering extended hours, shorter wait times, and a broad range of services. The Service targets those that typically present to the ED as non-urgent or non- admitted triage category 4 & 5 (See Appendix A).

The Service will receive patients from Healthdirect, and if necessary walk-ins, and treat them through the provision of end-to- end episodic care. Following treatment a discharge summary will be completed to enable the patient to return to their regular GP for ongoing care, or assistance will be provided to ensure ongoing care as is appropriate.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:



- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre, UNE Life Health and Armidale Urgent Care Service

The UNE Healthcare Centre provides primary and secondary health care services to the University of New England’s students, staff and the broader community, developing and maintaining close professional links with other medical centres in Armidale and the region. Located on the grounds of the Armidale Referral Hospital, the Centre is uniquely positioned to cater for the needs of all stakeholders.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We’re committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

RESPONSIBILITIES

To provide good clinical care:

1. Providing skilled health assessment, diagnosis and treatment services to patients presenting within triage category 4 and 5, within your competency and scope of practice.
2. Ordering diagnostic tests as needed and checking and informing patients of results in accordance with clinical needs and the Urgent Care Service’s procedure.
3. Referring patients appropriately to other providers if their needs exceed the range of care, you can provide. This includes appropriate documentation and or handover.
4. Consulting and collaborating with colleagues to provide optimal care.
5. Documenting all care provided and education/information given to patients within their health record, in accordance with the Practice’s procedure.
6. Provision of follow-up advice to the patient and referral back to their usual GP or appropriate follow up if no current GP.



To maintain good medical practice:

7. Maintaining professional knowledge and standards through continuing medical education and personal professional development opportunities offered by HNE LHD, in relation to Urgent Care.
8. Having a working knowledge of legislation and standards of urgent care services.
Practising medicine in a way that reflects the Urgent Care Service's values and mission.

Maintaining trust (professional relationships with patients):

9. Providing services courteously and respectfully, regarding the cultural beliefs and needs of patients.
10. Responding openly and following up complaints or feedback.

Working collaboratively with colleagues:

11. Collaborating regarding rosters and providing cover to ensure patients' needs are met.
12. Working constructively and harmoniously with all staff to ensure patients receive optimal care.
13. Involvement in practice accreditation activities.
14. Participating in centre-based audits and activities.

Maintaining integrity in professional practice:

15. Charging for consultations in accordance with the Service's policy (UCS is a bulk billing service).
16. Declaring vested interests in services to which you may refer patients.
17. Returning telephone calls in a timely manner.
18. Completing documents (i.e. medical reports) in a timely manner.
19. Demonstrating a working knowledge of Practice policy regarding clinical practice as described in the Practice manuals.
20. Reporting any events or untoward incidents in accordance with professional obligations and Practice policy.
21. Using the computer effectively (i.e. recall and reminder systems, data input).
22. Keeping up to date with new item numbers, SIPs and incentive payments.

EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES

- Demonstrate a knowledge of and compliance with all relevant legislation and common law obligations.
- Discharge of duty of care during practice including meeting Practice standards, and accountability.
- Demonstrate knowledge of policies and procedural guidelines that have legal implications (e.g. ensure documentation conforms to medicolegal requirements).
- Identify and respond to unsafe practice (e.g. implement interventions to prevent unsafe practice and/or contravention of law).
- Demonstrate patient-focused approach in service provision with genuine empathy and interest in their needs.
- Excellent interpersonal and communication skills across all ages and social groups.
- Always be well-presented, friendly, courteous and obliging.
- Always represent the Service in a confident and positive manner.
- Undertake all duties in a diligent manner, with honesty and integrity.
- Maintain absolute confidentiality regarding patient and Service information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary.
- Demonstrate an ability to work cooperatively and independently, and the ability to prioritise and organise.



EDUCATION, QUALIFICATIONS AND EXPERIENCE

- Registration as a medical practitioner (and relevant speciality, if required) with the Medical Board of Australia (AHPRA registration)
- GP vocational registration (or working towards Vocational Registration in a timely manner).
- PY5 + experience with ED experience (or wiliness to upskill as necessary).

CLINICAL GOVERNANCE RESPONSIBILITIES

POLICY & PROCEDURE

1. Follow the UCS service level agreement
2. Understand and support the UNE Medical Centre values and mission.
3. Collaborate closely with UNE Medical Centre practice manager and clinical lead to facilitate care for the community via the UCS.
4. Risk Assessment and Management:
 - a. Review all significant events/incidents, near misses or mistakes in accordance with practice procedures in consultation with the Practice Manager where required.
 - b. Review reports on risk assessments as provided by the Practice Manager.
 - c. Support the Practice Manager in resolving internally and externally generated grievances where required.
5. Medications Management:
 - a. Ensuring all scheduled medications are acquired, stored, administered, supplied and disposed of in accordance with the pharmacists and manufacturer's recommendations.
 - b. Ensuring that all clinicians have ready access to prescribing support tools.
 - c. Reviewing prescribing patterns and medicines management within the practice, particularly with respect to antimicrobial stewardship.
6. General Practitioner Supervision:
 - a. Undertaking supervisory duties for the GP team, including peer reviews, health record audits and performance management where necessary.
 - b. Supervision and mentoring of IMGs, students, registrars and new clinicians needing support.
 - c. Overseeing the clinical handover system to ensure all GPs on leave are covered by other GPs within the Practice.
 - d. Participating in induction processes including supporting new GPs supporting the Practice Manager in confirming credentials and scope of practice.

CLINICAL REVIEWS

1. Performing health record audits to monitor standards of consultation notes, referral letters and health summaries, and use of coding.
2. Monitoring and upholding compliance to all legislative and jurisdictional requirements relating to delivery of general practice care.
3. Supporting the Practice Manager in management of clinical risks.
4. Ensuring all clinical team members have easy access to appropriate, best practice guidelines.
5. Fostering an environment where all clinical team members can provide care in an autonomous manner.
6. Management of adverse events including notification to insurers and supporting GPs in the open disclosure process.

Note: *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*



KEY RELATIONSHIPS

Direct Reports:

- Registered Nurses – Urgent Care Service
- Medical Receptionist - Urgent Care Service

External Stakeholders

- Patients
- Community & other allied health professionals
- Pathology provider
- Pharmacy
- Imaging provider
- ED personnel
- Healthdirect
- Armajun Aboriginal Health
- Translator services (TIS)

Internal Stakeholders:

- UNE Life Colleagues
- Registered Nurses
- General Practitioners
- Practice Manager
- Medical Receptionist

SPECIFIC REQUIREMENTS

1. Ability to work evenings and weekends
2. Maintain AHPRA registration and have applicable Medicare Provider number
3. Professional indemnity insurance.
4. Maintain a current NSW Working with Children Check Clearance.
5. National Criminal Record Check.
6. Maintaining a current Basic Life Support (BLS) certificate.
7. Ensuring your immunisation status is kept up to date.
8. Maintain current driver's license.
9. Provide a Conflict-of-Interest Declaration.



POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented, promoted and adhered to.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

