



POSITION DESCRIPTION

JOB TITLE	General Practitioner
BUSINESS UNIT	UNE Life Health
REPORTING TO	Chief Executive Officer
LOCATION	UNE Healthcare Centre
CLASSIFICATION	Health Professional & Support Services Award 2020
DATE	August 2024

PURPOSE OF THE POSITION

The General Practitioner (GP) performs a key role in the greater General Practice team through the provision of primary healthcare services and support.

To provide competent patient-centered care that addresses health needs and promotes wellness. Such care is based on latest evidence and guidelines, and meets legislative requirements.

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.
- 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 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:

- Providing skilled health assessment, diagnosis and treatment services to patients.
- Ordering diagnostic tests as needed and checking and informing patients of results in accordance with clinical needs and the Practice's procedure.
- Referring patients appropriately to other providers if their needs exceed the range of care you are able to provide.
- Consulting and collaborating with colleagues to provide optimal care.
- Documenting all care provided and education/information given to patients within their health record, in accordance with the Practice's procedure.

To maintain good medical practice:

- Maintaining professional knowledge and standards through continuing medical education and personal professional development.
- Having a working knowledge of legislation and standards of general practice.
- Maintaining a current cardiopulmonary resuscitation certificate.
- Practising medicine in a way that reflects the Practice's values and mission.

Maintaining trust (professional relationships with patients):

- Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients.
- Responding openly and following up complaints or feedback.

Working collaboratively with colleagues:



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

Maintaining integrity in professional practice:

- Charging for consultations in accordance with the Practice's policy.
- Declaring vested interests in services to which you may refer patients.
- Returning telephone calls in a timely manner.
- Completing documents (i.e. medical reports) in a timely manner.
- Clearing the in-tray correspondence daily.
- Participating in practice-based audits.
- Demonstrating a working knowledge of Practice policy with regard to clinical practice as described in the Practice manuals.
- Reporting any events or untoward incidents in accordance with professional obligations and Practice policy.
- Using the computer effectively (i.e. recall and reminder systems, data input).
- Keeping up to date with new item numbers, SIPs and incentive payments.
- Ensuring your immunisation status is kept up to date.

EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES

- Demonstrate a knowledge of and compliance with all relevant legislation and common law obligations.
- Discharge of duty of care in the course of practice including meeting Practice standards, and accountability.
- Demonstrate knowledge of policies and procedural guidelines that have legal implications (e.g. ensure documentation conforms to legal 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. Represent the Practice in a confident and positive manner at all times.
- Undertake all duties in a diligent manner, with honesty and integrity.
- Maintain absolute confidentiality regarding patient and Practice 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.
- Demonstrate commitment to ongoing professional development.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- Registration as a medical practitioner with the Medical Board of Australia.
- Vocational registration (or working towards Vocational Registration in a timely manner).
- Current medical indemnity insurance.
- Current driver's licence.

CLINICAL GOVERNANCE RESPONSIBILITIES

GENERAL PRACTITIONER SUPERVISION

- Undertaking supervisory duties for the general Practice team, including peer reviews, health record audits and performance management where necessary.
- Supervision and mentoring of IMGs, students, registrars and new clinicians needing support.
- Overseeing the clinical handover system to ensure all GPs on leave are covered by other GPs within the Practice.



- Participating in induction processes including supporting new GPs supporting the Practice Manager in confirming credentials and scope of practice.

CLINICAL REVIEWS

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

KEY RELATIONSHIPS

- External Stakeholders
 - Patients
 - Community & other allied health professionals
- Internal Stakeholders:
 - General Practitioners (Doctors)
 - Practice Manager
 - UNE Life contractors
 - UNE Life colleagues
 - UNE staff and students

SPECIAL REQUIREMENTS

1. Willingness to work weekends and nights if required.
2. Current NSW Working with Children Check.

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.

Professional Development

- 12 days per year at the UNE School of Rural Medicine

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			



