

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



ABAI100

**EMPLOYER
OF CHOICE
WINNER 2025**

POSITION DESCRIPTION

Position Title:	Virtual Emergency Department RACGP Registrar
Business Unit/Division:	Office of CMO
Award Agreement:	In accordance with the AMA Victoria – Victorian Public Health Sector – Doctors in Training Enterprise Agreement 2022 – 2026
Classification:	HM25 - HM30
Employment Type:	0.5 EFT (6 months) Fixed Term
Reports to:	Director of VED
Date Prepared/Updated:	April 2026

ROLE STATEMENT

General Role Statement:

The VED Registrar provides timely, safe and appropriate clinical care and advice to patients presenting to the Virtual Emergency Department as well as providing support, consultations and advice to community-based healthcare professionals within Victoria. Using video health, patients are either managed in the community or helped to navigate through the complexities of the Victorian health service.

VED clinical shifts may be performed remotely or onsite to provide telehealth service, but trainees will need to present all clinical cases to the EP/PEM using co-consult opportunities within the video platform. Trainees will be required to attend online weekly education and meetings. The position will include dedicated time towards the development of a personal research project. The trainee's performance management and supervision will be undertaken by the VED GP supervisors.

The VED Registrars work as part of a multi-disciplinary team to provide timely, appropriate and evidence-based care by undertaking consultations and providing advice to patients and other community healthcare workers such as other Medical practitioners, Paramedics, Nurse Practitioners and Nurses. Clinical VED shifts may be undertaken remotely or onsite at the VED hub based in Epping, Melbourne.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.

- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

1. Aims of the VED Registrar rotation:

- 1) Fundamental understanding of the capabilities and limitations of video telehealth
- 2) Broad and comprehensive understanding of the alternative care pathways both hospital and community based, including Residential in Reach, HITH, Medicare urgent care clinics, bush nursing centres, rural and regional Urgent Care Centres
- 3) Understanding of pre-hospital care pathways and how these care pathways connect to emergency hospital systems
- 4) Understand the diverse set ups in regional and rural Victoria and the implications on patient care options
- 5) Learn to co-manage patients with other healthcare providers
- 6) Hone communication skills to quickly gain report, provide education and clear concise information to other care providers and patients
- 7) Work within a multidisciplinary team harnessing technology and remote communication to maintain the teams optimal functioning

2. Unit Support

- Support care of the patients within the VED as well as other Clinicians and staff including allied health practitioners.

3. Additional Support Required

- Escalate any clinical or workforce concerns to VED Senior Medical and/or Nursing staff in a timely manner

4. Daily Duty Requirements

- As per roster, which typically is a combination of day or evening shifts on weekdays and weekends. There are no rostered overnight shifts.

5. Un-rostered Obligations

- To provide overtime where this may be required due to workload or other unforeseen circumstances. Overtime is kept to a minimum to maintain work/life balance.

6. Education & Training

- To attend ED/VED Registrar education sessions when rostered to do so.
- Presentation of personal project to VED Team

7. Communication

- Facilitation of excellent communication and liaison with other staff, Residential Aged Care Facility staff, Residential In-Reach clinicians, General Practitioners and others involved in the patient's care.
- To ensure that patients/families are given adequate information about treatment decisions and follow-up.

8. Quality

- Participation in the relevant ED quality improvement projects as requested by the ED Director / leadership team.
- To be responsive to patient and relative complaints, liaising with appropriate senior staff and the patient advocate.

9. Medical Records

- Ensure that the appropriate documentation is completed in the EMR. Entries should be legible, timely, and regular and comprehensive - documenting patient status and issues, important changes or decisions, dated, designated and signed. Notes should include adequate information for coding and patient care purposes.

10. Patient Discharge

- Facilitate the timely admission and discharge of all patients in accordance with hospital policy.

11. Administration

- Ensure that the
- VED Leadership Team, Junior Medical Workforce Unit and the Chief Medical Officer is promptly informed of any relevant administrative issues.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Medical registration with the Medical Board of Australia under the Australian Health Practitioner Regulation Agency (AHPRA).
- Undergraduate medical qualification as a first degree is essential – MBBS, MD, PhD or equivalent.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: