

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
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- 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 background 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 to 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.



POSITION DESCRIPTION

Position Title:	Urgent Care Centre Medical Officer
Business Unit/Division:	Craigieburn Community Hospital
Award Agreement:	Medical Specialists Enterprise Agreement 2022-2026
Classification:	HN16 – HN59
Employment Type:	Fractional, ongoing
Reports to:	Head of Unit and Divisional Director
Date Prepared/Updated:	July 2026

ROLE STATEMENT

General Role Statement:

Urgent Care Centre Medical Officers support the safe and kind clinical operations at Craigieburn Community Hospital (CCH) Urgent Care Centre (UCC). Following commencement in October, they will provide medical care for patients presenting to the UCC with acute, non-life-threatening conditions. Occasionally patients with more serious illness may self-present and require treatment for time-critical conditions while awaiting onwards Ambulance transport.

This clinical role is focused primarily on delivery of timely and appropriate clinical care to patients presenting to the UCC; to work closely with the UCC Nurse in-Charge to ensure that patients with urgent medical needs are promptly assessed, treated (or stabilized and transferred if appropriate); efficiently managing patients within triage guidelines; and supporting and overseeing other clinical staff including Nurse Practitioners, Nurses and Allied Health staff.

This position is responsible for:

1. Provision of appropriate care

- Provide safe and high-quality person-centred care for patients under your care, noting this includes both adult and paediatric patients and may at times include high-acuity conditions
- Assume responsibility for quality patient care in accordance with the care model of the UCC, ensuring that clinical care is performed in accordance with Northern Health policies and procedures.
- Accurately reflect the patient's treatment plan, requirements, outcomes or events within prescribed documentation to support ongoing care, communication and to ensure that all legal requirements are met regarding legibility of content and identity of reporter in accordance with Northern Health policies and procedures.

2. Communication

- Ensure coordination of care for patients in the UCC including excellent communication and liaison with patients, other staff, general practitioners and others involved in the patient's care.
- Demonstrate a caring and empathetic approach towards patients at all times.
- Work collaboratively and respectfully with multi-disciplinary team members to achieve desired outcomes for patients through effective communication and attendance and participation in unit and site clinical meetings.
- To ensure that patients/families are given adequate information about treatment decisions and follow-up.

- Ensure continuity of care by communicating appropriately with other practitioners including community general practitioners.
- Ensure that the care of all patients is handed over or other suitable arrangements for follow up, including follow-up of results is in place when not on call.
- Lead by example in the delivery and promotion of high-quality clinical care to all patients.
- Contribute to creating and maintaining a work climate which is conducive to positive morale and employee growth, development and retention.

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

Leadership

- Support and assist the unit in the provision of high-quality services consistent with Northern Health values
- Provide clinical leadership through:
 - Active involvement in patient care
 - Urgent consultation and assistance in resuscitation and management of patients
- Comply with all the Policies and procedures that are in place at Northern Health
- Demonstrate by example, adherence to and role modelling of Northern Health Values and Staff Code of Conduct

Diversity and Inclusion

- Advocate for and provide an inclusive, culturally safe work environment and celebrate the diversity of the Northern community
- Advocate for patient rights and encourage and support patient participation in their care

Innovation and Culture Change

- Create an environment that is conducive to the growth, development and learning of trainees and all staff

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.
- Completion of Emergency Medicine training e.g. RACGP Core Emergency Medicine Training (Core EMT), ACEM Certificate / Diploma in Emergency Medicine, ACRRM Rural Emergency Skills Training (REST)
- Prior certification with Advanced Life Support and Paediatric Advanced Life Support
- Eligible for registration for Medicare provider number

Experience:

- Demonstrated experience working as an independent senior decision maker in an Urgent Care Centre or Emergency Department setting.
- Demonstrated experience in managing the acute care needs of adult and paediatric patients with a range of common presentations.
- Previous demonstrated clinical leadership experience preferred but not compulsory.

Knowledge, Skills and Behaviours:

- Clinically sound disposition decision making with a focus on patient safety and a familiarity with referral pathways
- Solutions-focused approach, promoting a 'no-blame' culture in troubleshooting clinical challenges
- Promote resilience, inclusion, and performance through emotional intelligence and effective clinical leadership
- Deliver clear, concise communication of complex information, ensuring engagement and understanding across diverse audiences
- Work in a team environment with respect for all levels of staff and their respective roles within the department and hospital

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: