

Position Description

Medical Officer



Reports to

Professionally: Clinical Medical Director,
24 Hour Surgery

Business Area

24 Hour Surgery
Pegasus Health

Operationally: Clinical Medical Director,
24 Hour Surgery

Position Purpose:

The Medical Officer is responsible to work within a collegial environment providing a high standard of professional medical practice including skilled incident and emergency care to patients presenting at the 24 Hour Surgery.

The Medical Officer works within acute care and provides a medical service to patients who present at the 24 Hour Surgery with a wide spectrum of conditions with a higher percentage of accident cases and emergency medical problems than that experienced in a general practice. The emphasis in this role is on incident care as all patients are assessed, treated, and then referred back to their regular practitioner for on-going care.

Dimensions

Staff: The Medical Officer has no staff in their responsibility.

Budget responsibility: The Medical Officer is authorized to commit expenditure on approved initiatives up to delegated authority limits. Refer to the Delegations Table for more information.

Key Relationships

Internal:

- Clinical Medical Director 24 Hour Surgery
- Clinical Nursing Director
- Manager 24 Hour Surgery
- Medical Director Acute Demand
- Nursing Team Leaders
- 24 Hour Surgery staff
- Pegasus Health staff

External:

- General practices
 - Christchurch public hospital staff
 - General Public
 - Other health providers
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Key Responsibilities

Clinical Practice:

To provide a high standard of professional medical practice that is contemporary, and patient focused.

- Medical practice is safe, meets current regulation requirements, and is effective and responsive to the needs of the patients and their families / whanau.
 - Expert knowledge and clinical skills are used to oversee patient care using best practice to ensure patient outcomes are maximised.
 - Competent to advise patients who telephone up with health enquiries.
 - Competency in emergency protocols including Level 7 CPR and resuscitation techniques.
 - Competent in managing acute cardiology conditions, anaphylaxis, acute respiratory conditions, orthopaedic and trauma.
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Customer service excellence and relationship management	<ul style="list-style-type: none"> • Demonstrates a responsive and supportive attitude to patients by evaluating the effectiveness of the patients' response to interventions and treatments. • Has a strong customer service focus and willingness to "go the extra mile" to meet the requirements of the practice. • Delivers a responsive and efficient medical service by developing strong relationships with Pegasus staff, general practice teams and other healthcare providers. • Shows strong listening and sensing skills with patients. • Communication is clear and open and confidentiality is always maintained. • Acts as a role model for professional behaviour in all working relationships. • Communicates proactively with patients, medical colleagues and general practice teams in a professional and a timely manner. • Respect and sensitivity towards patients, their families and other members of the team, is developed and maintained • Process issues are diagnosed and treated. • Any complaints from patients are responded to promptly.
Team work	<ul style="list-style-type: none"> • Constructive communication with other team members contributing to a consistently high standard. • Attend where possible to regular briefings and meetings that take place with the team members. • Have a positive and enthusiastic attitude. • Take responsibility for contributing to team meetings and clinical development as part of the team.
Use of patient management systems	<ul style="list-style-type: none"> • Competently manage the patient information system
Professional Development	<ul style="list-style-type: none"> • Actively pursues further professional education and/or training in order that skills and knowledge are kept current.
Continuous quality improvement	<ul style="list-style-type: none"> • Identify improvement opportunities and notify the Clinical Medical Director of these. • Contribute to new ideas to improve patient care and service delivery. • Participate in service quality improvement activities such as the development and refinement of processes and systems to enhance the medical service. • Provides effective service to patients and is responsive to requests or complaints. • Ensures best practice is shared and personal knowledge is kept up to date.
Commercial acumen	<ul style="list-style-type: none"> • Supports and promotes the organisational philosophy of providing service to general practice. • Accountability for the use of medical consumables. • Awareness of the fee paying nature of the business in relation to patients' fee for service to support the business functionality of the 24 Hour Surgery. • An awareness of contracts with ACC and Acute Demand.
To undertake other tasks as required from time to time	<ul style="list-style-type: none"> • As new initiatives come on stream other project tasks will be required.
Adhere to health and safety requirements	<ul style="list-style-type: none"> • Comply with responsibilities under the Health and Safety at Work Act 2015.

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with the Clinical Medical Director subject to provision of appropriate training

Qualifications and Technical Skills:

Essential

- Registered Medical Practitioner with the Medical Council of New Zealand or eligible for registration with the Medical Council to enable him/her to practice medicine within New Zealand
 - The appointee, if not vocationally registered, will work under supervision as directed by the Medical Council of New Zealand
 - Up to date certificate in ACLS – equivalent to Level 7 of the Core Resuscitation Council ACLS requirements. This documentation will be checked on induction and then annually thereafter.
 - Preference will be given to those candidates who have completed the General Practice Training Programme (or an overseas equivalent training programme) or have additional qualifications in emergency medicine.
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Experience:

- Minimum of 3 years postgraduate work experience
 - Experience in working in Urgent Care, Primary Care or Emergency Medicine, Paediatrics and Orthopaedics
 - Orthopaedic experience would be also considered as an advantage.
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Personal Attributes:

- Well developed problem solving and analytical skills i.e. willingness to develop new approaches to caring for people in an acute care setting.
 - Well developed relationship building skills with the demonstrated ability to build effective working relationships in the community and with other healthcare providers.
 - Flexible, adaptable and embraces change.
 - A commitment to the philosophy of medical care enabling people to be cared for in their community.
 - A demonstrated team player.
 - Excellent interpersonal and communication skills promoting good working relationships at all staff levels and safe, effective professional transactions with patients and their families.
 - Well developed written and verbal communication skills and a demonstrated ability to relate to a wide range of healthcare professionals.
 - Demonstrates a commitment to quality
 - Confident and polite with an understanding and sensitivity to other cultures
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Te Tiriti O Waitangi

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

Our Purpose

That all people living in Canterbury lead healthy lives

Our Role

Together making Canterbury the best place to receive and provide primary care

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive** every voice is important to us
 - We act with **integrity** doing what is right
 - We **connect**, together we succeed
 - We **strive** for better everyday
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