



Position Title:	Head of Unit – Emergency Department GH Ballarat
Campus:	Ballarat
Directorate:	Healthcare
Department:	Emergency and Intensive Care
Reporting to:	Clinical Director of Emergency and Intensive Care Director Emergency and Intensive Care
Direct Reports:	Senior Medical Specialists – Emergency Department Junior Medical Staff – Emergency Services GH
Indirect Reports:	Nurse Practitioners – Emergency and Urgent Care Centres
Professional Reports:	Clinical Director of Emergency and Intensive Care Chief Medical Officer

Appointment Terms/Conditions:

- **Classification and Code:** Per the AMA Agreement below together with access to salary packaging and added conditions and loading for working outside Ballarat Campus
- **Enterprise Agreement Coverage:**
Medical-Specialists-VPS-Health-Sector-AMA-Victoria-ASMOF-Single-Interest-Employers-Enterprise-Agreement-2022-2026

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Grampians Health - Ballarat as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians across an area five times the size of Greater Melbourne. We employ more than 7000 people across 21 campuses and sites with an annual operating revenue of over \$900m. Across our campuses we have over 700 beds (over 330 acute beds) with over 75 000 presentations to our emergency departments each year.

Grampians Health services a vast geographical region and our objective is to provide complete care as close as possible to people's homes. This means greater access, less waiting time and enhanced specialist services across the region. We will achieve this through a combination of a highly skilled and engaged workforce and by harnessing technology available. We believe that regional and rural Victoria deserves equity in health outcomes, we work tirelessly to deliver a preeminent regional healthcare model servicing the entire Grampians region. equitably.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

ABOUT GRAMPIANS HEALTH EMERGENCY SERVICES

Grampians Health Emergency Services comprise the Emergency Departments of Ballarat (35 points of care plus 12 SSU) and Horsham (11 points of care) as well as the Urgent Care Centres of Stawell (almost 5000 presentations per year) and Edenhope (approx. 400 presentations per year). The GH Urgent Care centres operate according to their defined capability but are supported through the Ballarat or Horsham Emergency Departments as required.

GH Emergency - Ballarat is a designated regional trauma centre with a Tier 1 accredited training program through the Australasian College of Emergency Medicine. It has over 55 000 presentations per year and over 23% of presentations are paediatric. GH Emergency – Ballarat will move into a new space in 2027 with completion of the Ballarat Base redevelopment.

GH Emergency- Horsham delivers first line emergency medicine to over 16 000 people per annum and sees a broad mix of medicine including first line trauma care, psychiatry and paediatrics. GH Emergency- Horsham will be working towards accreditation as a training provider for Emergency Medicine.

The Emergency Department is supported by Intensive and Coronary Care, which has 13 beds in Ballarat and 3 in Horsham. Grampians Health provides an expanding accredited general and subspecialty internal medicine service across the region. We have seven general medical units that manage at least 120 patients per day and most subspecialty units, including cancer services and cardiology, provide 24/7 on-call. There is a well developed sub-acute range of services with growing geriatrics, rehabilitation and palliative care units that provide support to the acute campuses and the Grampians Health community.

Grampians Health also has developed accredited surgical specialties including general surgery, orthopaedics, vascular urology and ENT, most of whom provide 24/7 on-call. Grampians Health is the major obstetrics and paediatric provider in the region with a capability of caring for neonates from 32 weeks gestation and provides dedicated paediatric emergency services.

Grampians Health Ballarat has the largest clinical trials unit in Western Victoria and has over 100 Phase IB, II, III, IV clinical trials open. It supports junior and senior staff in conducting College projects and participating in multi-site and industry led phase 1-3 clinical trials.

POSITION PURPOSE

The Head of Unit GH Emergency - Ballarat will work in partnership with the Director and Clinical Director Emergency and Intensive Care and GH Ballarat Emergency Nurse Unit Manager. The role requires the Head of Unit to provide operational and strategic clinical leadership to enable staff and unit development in line with the operational needs and strategic vision of Grampians Health. The Head of Unit will cultivate professionalism and take responsibility for clinical governance and excellence in clinical standards while providing leadership and professional support and development for clinical staff within the Emergency Department.

In particular, the Head of Unit – Ballarat will:

- Work closely and collaboratively with other senior leadership to achieve the goals of the Grampians Health as a leading regional health service;
- Identify the needs and opportunities for the Emergency Department to ensure it delivers excellent patient outcomes and to advocate for these opportunities in alignment with Grampians Health's values and goals;
- Liaise with internal and external stakeholders to ensure maintenance of a cooperative and collaborative management of patients and resources;
- Ensure timely patient access to, and flow from, the Emergency Department through advocating for modern and best practice emergency care and systems, as well as effective, respectful collaboration with medical and multidisciplinary stakeholders;
- Maintain oversight and accountability for key quality and safety performance indicators and ensure there is a culture that of openness and commitment to safety;
- Provides for governance of Mortality and Morbidity processes;
- Respond to incident and complaint investigations and management in a timely manner and participate in reviews as necessary and implementation of recommendations that follow on from reviews;
- Provide for appropriate participation in Statutory Duty of Candour discussions when necessary;
- Support innovation in quality improvement activities that assists with achieving strategic and operational goals;
- Support clinical research being conducted by senior and junior staff;
- Provide oversight and ensure appropriate rostering of senior and junior staff;
- Develop strategies for recruitment and retention of senior medical staff, ensure accountability for effective use of senior medical nonclinical time and conduct staff performance reviews;
- Ensure there are developed pathways for training and recruitment and a commitment to education and supervision of junior staff that aligns with ACEM and PMCV accreditation standards;
- Work with senior leadership in the Emergency Department and Grampians Health more broadly to provide for maintaining staff well being and responding to incidents relating to Emergency Medicine Head of Unit – GH Ballarat 2026

- workplace stressors involving staff;
- Maintain oversight of budgeted FTE, develop service development requests and maintain a broad understanding of the departmental budgets;
- Undertake clinical responsibilities as part of the FACEM roster and maintain related clinical CME and CPD;
- Undertake other duties as directed by the Clinical Director of Emergency and Intensive Care or the General Manager of Medical and Clinical Programmes from time to time.

KEY SELECTION CRITERIA

Qualifications:

- Medical qualification and current emergency specialist registration with AHPRA;
- Fellow of Australasian College of Emergency Medicine.

Technical/Professional Knowledge and Skills:

- Broad experience across the spectrum of emergency medicine;
- Previous experience in a senior leadership role is desirable;
- Demonstrated skills in multidisciplinary team building in acute health care settings;
- Well-developed analytical and problem-solving skills;
- Demonstrated values driven leadership skills with a commitment to working collaboratively to achieve agreed organisational vision and objectives utilising evidence-based quality approach.

Continuous Improvement:

- Demonstrated ability to improve existing conditions and processes by identifying improvement opportunities, generating ideas, and implementing solutions;

Planning & Organising:

- Establishing courses of action for self and others to ensure that work is completed efficiently and with clear performance measures and deliverables.

Developing Others:

- Planning and supporting the development of staff skills and abilities so that they can fulfil current or future job/role responsibilities more effectively.

Work Environment:

- Proven leadership ability;
- Demonstrated knowledge and understanding of relevant acts, codes and standards that govern emergency medicine;

- Demonstrated ability to provide for a safety culture in the emergency department;
- Demonstrated ability to manage workforce requirements including profile management within allocated budget and industrial frameworks;
- Demonstrated understanding of the principles of developing and supporting staff well being.

Personal Attributes:

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance; assuming responsibility and accountability for meeting key performance indicators; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or critical events); handling stress in a manner that is acceptable to others and to the organisation.
- **Innovation:** Supporting the generation and introduction of innovative solutions in work situations and working collaboratively with the team to achieve results.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS

Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.