

Position title	Urgent Care General Practitioner
Reports to	Urgent Care Coordinator
Award agreement	Your Community Health Medical Practitioners' Single Enterprise Agreement 2024 – 2027
Classification	Medical Practitioner

About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: www.yourch.org.au

Vision	Health and wellbeing for everyone
Purpose	We partner with people and communities to deliver health and wellbeing services and promote equity
Our organisational values	Courage • We are progressive • We are creative and resourceful • We challenge the status quo for the benefit of our communities Empathy • We are caring and inclusive • We celebrate and value diversity • We work collaboratively and respectfully Integrity • We are ethical, honest, reliable and fair • We listen and are accountable to our communities • We earn and build trust Achievement • We are outcomes-focused • We are adaptable and always learning • We continuously improve

Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQ+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

About the Medical Services Team

The Urgent Care Clinical Team are part of the Medical Services Team, which sits within the Integrated and Primary Care Directorate. Our Directorate provides General Practice, Medical Specialist Clinic, Urgent Care Clinic, Public Oral Health Services and Harm Reduction Services.

As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

Position Purpose

The Urgent Care Clinic's (UCC) aim is to assist community members of all ages experiencing urgent, non-life-threatening injuries or illness to obtain fast, priority care. These services are expected to provide comprehensive care to patients and to avoid long wait times in public Emergency Departments. With funding from the local Public Health Network (PHN), this service will be available to support the nearest Public Hospital Emergency Departments. Our service is open seven days a week from 8am – 10pm. Referrals to a wide range of YourCH health and social services will also be available. The Urgent Care Clinic is operational 365 days including Public Holidays, weekend and evenings. Employees are expected to be available to work when requested on Public Holidays, weekend and evenings as required operationally.

The General Practitioners are an important component of the YourCH UCC care model. Immediate assessments for low acuity patients presenting with acute injury and illness, reduce hospital demand while also providing a valuable no-cost service to patients with or without a Medicare card. The GP role works within an appropriately equipped consulting space, in partnership with an experienced Division 1 Registered Nurse and supported by a medical administration team member, to provide high quality assessment and care.

Position responsibilities

Clinical Service Delivery

- Undertake full face-to-face assessments (including ECG) of patients with acute injury or illness. This includes adult and paediatric clients
- Take a thorough clinical patient history and enter into medical software
- Develop and implement an appropriate management plan and provide appropriate preventative health care
- Provide referral back to the patient's GP for ongoing management, with written discharge provided within 48 hours following management of immediate illness
- Assist patients with health literacy and access to additional support services, in collaboration with nursing and reception staff
- Contact local Emergency Departments to discuss and escalate patients as necessary

- Provide patients with clear guidance on what to do should symptoms escalate, or further advice becomes necessary
- Request pathology collection by on-site nursing staff as needed
- Maintain strict infection prevention and control procedures as provided by YourCH
- Observe any change in process or procedure as instructed by the Senior Medical Manager
- Maintain strict confidentiality in accordance with the policies and procedures of the organisation
- Emergency care for serious events – if needed
- Ensure national guidelines are respected regarding PPE, clinical and non-clinical waste, and sanitisation
- Support the team to maintain high quality, safe practice
- Clean areas that have received patient contact as directed by the infection prevention and control policy
- Provide a courteous, friendly and efficient service to all clients
- Perform suturing or plaster care as necessary
- Support RN on duty to deliver appropriate care to patients and families

Administration

- Ensure compliance with policies, procedures, and standards
- Maintain appropriate files, records and statistics to facilitate good clinical management and accountability
- All case notes to be documented within 1 business day of contact
- Provide written discharge referral back to the patient's GP for ongoing management within 48 hours

Clinical Quality & Safety

- Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position
- Participate in mandatory training requirements to support the delivery of a safe and effective service
- Infection control and sterilisation
- Participate in accreditation systems, quality assurance projects and development of and implementation of procedures to enhance quality outcomes
- Completion of routine clinical audits
- Follow and promote safe work practices, procedures, and instructions
- Participate in professional supervision as appropriate
- Contribute towards effective risk management

Other duties

- Undertake additional duties as required by organisational change and/or growth, with negotiation via the Urgent Care Coordinator and Manager, Medical Services.
- Participate in team huddles/meetings to contribute feedback quality of service delivered
- Be respectful of the needs of patients, visitors, contractors, volunteers and other staff and maintain a professional approach in all interactions, creating exceptional experiences

Position requirements (qualifications, skills, knowledge and attributes)

Qualifications, Registrations and Licenses

- Vocational registration status
- FRACGP or FACRRM
- Current and unrestricted AHPRA registration
- Evidence of relevant immunisations in accordance with the YourCH Immunisation Procedure

Skills and Competencies

- Emergency patient assessment experience
- Paediatric assessment experience
- Proficiency in a community language would be advantageous, but not essential
- Proficiency in Microsoft Office Suite programs, Best Practice (or similar clinical software), and relevant software application
- High level of accuracy and attention to detail
- A willingness to learn new skills and competencies
- Experience and proficiency in continuous quality improvement methodology and principles
- Strong analytical and problem-solving skills
- Demonstrated ability to work in a team environment and collaborate within a multidisciplinary team

Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988.
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.