

POSITION DESCRIPTION

Position Title	General Practitioner
Reports to (Title)	Medical Director – Cabrini Outreach, Asylum Seeker Health Services General Manager – Cabrini Outreach, Asylum Seeker Health Services (operational)
Executive Director	Chief of Mental Health and Cabrini Outreach
Department	Cabrini Outreach
Position Location	Shepparton
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	n/a

Position Summary & Role Purpose

This General Practitioner (GP) position is employed by Cabrini Outreach in our refugee and asylum seeker primary care service called Clinic Sihat. Clinic Sihat is co-located at Primary Care Connect (PCC), the local community health centre in Shepparton as part of a partnership agreement to meet the needs of people seeking asylum and refugees who do not have access to adequate primary health care.

To role is to provide competent client-centred care that addresses health needs and promotes wellness in clients of the Clinic Sihat. Such care is based on latest evidence and guidelines, and meets legislative requirements.

The primary care service provides a nurse-led model of care working closely with the GP. The service provides health care to individuals who have barriers to accessing healthcare elsewhere because of lack of Medicare eligibility, Health Care Card, work rights or income support. Our clients typically have complex physical and mental health needs and exposure to traumatic experiences, exacerbated by prolonged periods of uncertainty regarding their migration status and time in immigration detention. The primary care service works collaboratively with other PCC staff such as the refugee health nurses and torture and trauma counsellors as well as Cabrini Outreach’s specialist mental health service to meet the complex health care needs of our clients. The service is bulkbilling or free of charge for people with no Medicare.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and Management

- Adheres to codes of professional conduct, CHA Code of Ethical Standards for Catholic Health & Aged Care, standards of practice and competencies, Cabrini Mission and Values and the Behaviours that Matter.
- Have a clear understanding of the complex health needs of people seeking asylum and refugees
- With support from the Medical Director maintains clinical oversight of the care provided at the Clinic Sihat - Cabrini Outreach.
- Provide clinical support and guidance to the Cabrini Outreach Practice Nurse at the clinic as well as the Refugee Health Nurse at Primary Care Connect.
- Work together to with the Medical Director and Practice Nurse to develop and maintain clinical protocols
- As requested and/or identified, provides input into quality improvement processes such as clinical service standards, quality performance data and clinical risks.

- Promote and ensure sound moral, ethical and professional standards and a culture of patient centred care, teamwork and continuous improvement in the primary care team.

1.2 Service provision

- Provide direct clinical care including comprehensive assessment, treatment, care and support to patients as a GP in accordance with best practice and therapeutic guidelines. This includes checking the holding file, writing scripts, referrals, summary letters and legal letters as required.
- Work collaboratively with other colleagues and supporting nursing staff in the nurse-led service ensuring comprehensive care coordination is provided.
- Maintain all patient personal and health information within the limits of the Health Records Act, 2000, National Privacy Principles and Cabrini's policies.
- Maintain professional, accurate and contemporaneous patient records and other documentation in accordance with the RACGP Standards of General Practice and Cabrini's policies and procedures.
- Provide all data required for billing, incentive payment and rebate purposes.

1.3 Quality and Resource Management

- Works collaboratively with the Practice/Refugee Health Nurse, Medical Director and General Manager in the retention and support of pro bono medical professionals.
- Manages resources responsibly, reviews the use of clinical supplies and other inventory and suggests improvements to ensure optimum use.
- Evaluates care and participates in research to improve patient outcomes and experience.
- Communicates and collaborates effectively with relevant staff at Primary Care Connect

2 Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, clients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3 Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4 Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

The General Practitioner:

- Reports to the Medical Director – Primary Care for professional issues and to the General Manager for operational issues, to ensure the success of the service.
- Maintains a collaborative working relationship with other employed and pro bono staff.

Committee Membership

The General Practitioner will participate in the following meetings:

- Clinical primary health care team meetings;
- Meetings as requested by Primary Care Connect management
- Other meetings as requested by Cabrini Outreach Medical Director or General Manager.

Staff Development

The General Practitioner will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs to maintain own skills and knowledge;
- Contributing to the creation of a learning and research culture
- Displaying self-awareness and insight into their own and others' behaviours;
- Participating in performance reviews in accordance with Cabrini Outreach Ltd policy.

Key Competencies

The General Practitioner must demonstrate the following requirements:

Professional Qualifications & Experience

- Medical Practitioner who has successfully completed the Royal Australian College of General Practitioners (RACGP) training program or otherwise met the requirements for Fellowship of the RACGP (FRACGP) and is eligible for registration with the Australian Health Practitioner Regulation Agency;
- At least 2 years clinical experience in a general practice or primary health environment.
- Previous experience working in complex health settings (eg with asylum seekers and refugees), liaising with multiple stakeholders in health and community settings (highly desirable).

Leadership Capabilities

- Ability to work autonomously under limited supervision, exercising sound professional judgement and seeking advice and consultation when appropriate;
- Experience in providing clear clinical advice and support to colleagues;

- Excellent communication and interpersonal skills, including managing conflict;
- High degree of flexibility and adaptability

Personal Values

- Personal alignment with Cabrini Outreach's mission and values;
- Commitment to the plight of people seeking asylum and refugees in Australia today.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

OUR MISSION

Who We Are

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

What We Believe

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

What We Do

We provide excellence in all of our services and work to identify and meet unmet need.

OUR VALUES

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini Outreach (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others

We give praise for a job well done	We are excessively critical or devalue the contributions of others
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We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised: 
Chief of Mental Health and Cabrini Outreach

15/02/22
Date