

Role Description

Medical Superintendent

Reference:	Recruitment to add	Position ID:	30487764
Role title:	Medical Superintendent	Classification:	L13 - L27
Employment status:	Permanent full-time or Temporary full time up to 2 years	Salary:	Recruitment to add per fortnight
Unit/ Branch:	Joyce Palmer Health Service Rural Health Service Group	Contact Name:	Dr Matthew Bryant
		Contact Number:	07 4433 3985
Location:	Palm Island, Queensland	Closing Date:	Recruitment to add

The opportunity

This position provides medical leadership and high-quality clinical services as a part of the multidisciplinary team delivering integrated primary, community, and secondary level health services to the Indigenous community of Palm Island in the locations of the Joyce Palmer Health Service and the Palm Island Primary Health Care Centre.

The Palm Island Primary Health Care Centre opened in 2022, with subsequent transition of services from Queensland Health to the Palm Island Community Company (PICC).

Medical Officers will be appointed to work on Palm Island, and it is expected that the medical officers of Joyce Palmer Health Service will work in the Primary Care Centre on rotation, and they will assist in maintaining functional connections between the two teams to ensure continuity of care for patients.

About Palm Island

Palm Island is the largest island in the Palm group, situated about 70 kilometres north of Townsville and is home to the largest Aboriginal community in Australia of approximately 4,000 people. The Joyce Palmer Health Service was officially opened in July 2000 and was named in honour of the late Joyce Palmer, a Palm Island nurse, recognized for her many years of service and dedication to the Palm Island community.

The Palm Island Health Action Plan 2018 – 2028 outlines the direction for primary health care development and transition to community control. The actions in the Plan will assist the community address the burden of chronic disease to live healthier and longer lives.

The Joyce Palmer Health Service is an integrated service with 15 hospital beds, outpatient and emergency facilities, antenatal services, and primary health care through a range of community health programs provided via PICC. Services include child health, elderly, trauma, pre and postnatal, chronic conditions, mental health, sexual and reproductive health clients.

The new Palm Island Primary Health Care Centre and Joyce Palmer Health Service will work closely together to ensure provision of comprehensive, seamless care to the people of Palm Island.

Reporting line, staffing, and budget responsibilities

- This position reports to the Service Group Director and the Medical Director Rural Hospitals and Indigenous Health Service Group.
- This position has direct line management responsibility for 5.0FTE Medical Officers.
- This position holds no financial delegation.

- The Medical Superintendent position will be required to participate in the revenue management strategy for the Townsville Hospital and Health Service.

The role

Responsibilities:

- Provide leadership of the multidisciplinary team to provide culturally appropriate care by being a role model, reviewing and developing care processes, monitoring emerging issues and leading change.
- Responsible for medical workforce planning, management and development, education, training and research, and clinical experience and leadership development.
- Ensure close cooperation with all internal and external partners to focus delivery of integrated health services to the community.
- Foster links and collaborate with the Townsville University Hospital to ensure optimal services are provided to individuals who require or have received care at a tertiary facility.
- Undertake clinical responsibilities including on call by providing patient care, utilisation of electronic health systems, liaising with other doctors, and hospitals for referrals, and maintaining appropriate records and confidentiality.
- Manage and participate in clinical governance by proactively managing patient feedback, attending peer review audits, monitoring care outcomes and reporting promptly to Medical Director – Rural Hospitals Service Group any significant concerns with quality of care.
- Participate in the Health Service Management meetings and provide leadership in relation to strategic initiatives to improve the performance of the Health Service e.g. revenue, utilisation of care plans, engagement and partnering with other health services.
- Provision of evidence-based and quality clinical care of individual patients in all domains of medical practice:
 - Patient Interview
 - Clinical examination
 - Identification of clinical problems and health opportunities
 - Plan of overall clinical care and health promotion
 - Maintenance of concise but comprehensive, accurate, legible records of patient status and progress and associated correspondence.
- Establish and maintain quality professional communication with individual patients, relatives, guardians and all relevant health professionals necessary for quality clinical care outcomes, including for the transfer of responsibility of clinical care.
- Support the escalation of issues to appropriate Director of Nursing/Facility Manager or Health Service Manager.

As a Medical Officer of the Townsville Hospital and Health Service, you are responsible for:

- The maintenance of appropriate Credentials and working within your awarded Scope of Clinical Practice (SoCP) as determined by the HHS as limited by the Clinical Service Capability Framework (CSCF) of individual facilities. At a minimum, this will require maintenance of registration as a (specialist) medical practitioner in a discipline relevant to the position as outlined above,
- The provision of high-level knowledge and skills within the discipline/department.
- To provide expert consultation and advice directly to patients, as well as within the organisation as required.
- To provide expert clinical service to patients of the Townsville Hospital and Health Service as directed within the above Scope of Clinical Practice.

As a Medical Professional you are responsible for:

- Actively taking part in Quality Improvement, Risk Management, Peer Review and Audit and to demonstrate positive change as a result. Including support for National and College quality standards.
- Demonstrating ethical practice and decision making — in both clinical and non-clinical areas; including fulfilling all responsibilities of this role in accordance with Queensland Health's core values, and the Queensland Public Service Code of Conduct at all times.

- Undertaking self-initiated Reflective Practice and maintenance of Continuing Professional Development (CPD) to maintain professional competence and expertise.
- Ensuring high quality and timely Clinical and Non-Clinical Documentation and Management of Information whether paper-based or enabled by information technology. This includes being responsible for the quality and timeliness of documentation of medical staff who report to you, including junior doctors.
- Demonstrating Leadership and providing Clinical Governance and Supervision of staff reporting to you, including junior medical staff.
- Being aware of, and complying with Legislation that applies to your area, as well as contributing to, and following Queensland Health, HHS and Local Policies and Procedures as published from time to time.
- Supporting and/or Undertaking Research within your area of practice, including the obtaining of research funding where possible (within the Ethics framework as outlined above).
- Actively supporting and undertaking Teaching of Undergraduate and Post-Graduate Clinical Staff including medical and non-medical clinicians as well as non-clinical staff as required.
- Developing and maintaining Effective Working Relationships in dealings with colleagues and patients/clients as well as external stakeholders.
- Developing, displaying and utilising high level Communication Skills in all modalities.
- Professional quality written communication in all documentation, including the medical record.

As a Medical Superintendent you are responsible for:

- Financial, human resource and procurement delegations, which are detailed in the Townsville Hospital and Health Service and departmental delegation's manual.
- Provide support and assistance to the Service Group Director and Medical Director with strategic and operational planning; to achieve the integration of primary and secondary health care; to meet administrative and financial responsibilities including fair, and cost-efficient rostering of medical staff.
- Management of Resources available to you, including Value Management to reduce waste, and ensure that the resources available are used to deliver the greatest good to the greatest number of patients/clients.
- Ensure safety and quality of the service is maintained and support the quality and clinical governance programme of the THHS.
- Provide leadership and guidance with regard to implementation of counter disaster plan for Joyce Palmer Health Service, reviewing on a regular basis as to their appropriateness.

As a Health Advocate you are responsible for:

- Assisting the community, JPHS and THHS identify current problems, future trends, potential funding sources and service options to inform service planning and improvement.
- Being a community and patient advocate and engaging positively with community, patients and their extended family and carers.
- Supporting community development initiatives including designated Indigenous employment positions and their personal development.
- Facilitating community capacity and genuine community engagement.
- Assisting to identify future trends and contributing to/undertaking Planning for the health service.
- Actively engaging in Technology Assessment and Systems Improvement initiatives within your SoCP.

Additional:

- Fulfil the responsibilities of this role primarily in accordance with the Townsville Hospital and Health Service (HHS) core values, as outlined below, and in accordance with the [values outlined for the public service](#) with the Queensland Government.
- Ensure that service standards, safety and quality are maintained through adherence to defined service quality standards and relevant occupational health and safety policies, procedures and work practices.
- Implement and monitor the organisation's quality standards, occupational health and safety policies, procedures and programs and provide clinical governance in the relevant work area.
- Some roles within Queensland Health are designated as Vaccination Preventable Disease (VPD) risk roles.

This is a VPD risk role.

Work Health and Safety

Townsville HHS is committed to providing a safe workplace for all employees. This commitment includes a dedicated *People Focussed Safety* culture.

A *People Focussed Safety* culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Townsville HHS is everyone's responsibility.

Safety and Quality

Relevant to the position, participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives set by [The Australian Commission on Safety and Quality in Health Care](#) to achieve a safe high-quality and sustainable health system, including compliance with the *National Safety and Quality Health Services Standards*.

For more information in regards to Work Health and Safety Accountabilities within the Townsville HHS please review [Workplace Health and Safety Act 2011 - Part 2, Health and Safety Duties](#).

Mandatory qualifications/ professional registration/ other requirements

- Fellowship of either the Australian College of Rural and Remote Medicine (FACRRM) or equivalent Royal Australian College of General Practitioners (FRACGP-RG) i.e., Rural Generalist or FRACGP candidates with similar rural and / or ED experience.
- Post graduate qualifications and demonstrated capability and experience in at least one of the following Advanced Skills disciplines is highly desirable: Aboriginal and Torres Strait Islander Health, Emergency Medicine, Rural and Remote. Demonstrated capability in procedural obstetrics would be well regarded.
- Appointment to this position requires proof of qualification and registration or membership (if applicable) with the appropriate registration authority or association. Certified copies of the required information must be provided to the appropriate supervisor/manager prior to commencement of clinical duties.
- All applicants must be awarded SoCP by the Townsville Hospital and Health Service Credentialing and SoCP Committee. All appointments are subject to maintenance of the SoCP with the CSCF for the facilities in which clinical work is to be undertaken.
- The role will participate in the On-Call roster.
- The successful applicant will be required to possess a C class motor vehicle licence.
- **Travel:** from time to time this position may be required to travel to and work at other facilities located within the THHS network to participate in quality, training or outreach services. This may involve day and or overnight stays. Advanced notice of this travel will be communicated. The successful applicant/s will need to be able to commit to this requirement.
- **Vaccine Preventable Disease (VPD):** Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids are required to provide evidence of vaccinations or proof that they are not susceptible (due to prior exposure to the disease and therefore have natural immunity) to the following VPD's Hepatitis B, Measles, Mumps, Rubella, Varicella and Pertussis (diphtheria, tetanus and pertussis containing vaccine) according to the Queensland Health Policy.

How you will be assessed

You will be assessed on your ability to demonstrate the following key requirements, knowledge and experience which is outlined under 'The role'. The ideal applicant will be someone who has proven ability and can demonstrate the following:

- Demonstrated competence in rural generalist practice which is practiced at a high level of clinical acumen and cultural capability relevant to an Aboriginal and/or Torres Strait Islander community.
- Demonstrated competence in medical administration skills and clinical problem solving at an advanced level that is relevant to an Aboriginal and/or Torres Strait Islander community.
- Demonstrated willingness to participate in research activity and facilitate teaching of all clinical staff.
- Demonstrated understanding and commitment to the principles of quality improvement, and relevant standards to achieve quality health care outcomes for Aboriginal and Torres Strait Islander health.

- The ability to develop and implement initiatives to ensure effective delivery of high-quality care to patients and their families.
- Demonstrated ability to communicate effectively, including interpersonal, negotiation, organizational and time management, skills in a multi-disciplinary professional staff environment in leading and developing a team.
- Demonstrated ability to supervise and manage staff in line with quality human resource management practices including employment equity, anti-discrimination, occupational health and safety, and ethical behaviour and demonstrated commitment to their implementation.

Your application

Please provide the following information to the panel to assess your suitability:

- Your current CV or resume, including referees. You must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.
- A short response (maximum of two pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, addressing the key responsibilities and key attributes of the position.
- Applications will remain current for 12 months after they have been submitted.
- Future vacancies of a similar nature throughout the Townsville Hospital and Health Service may also be filled through this recruitment process.

Once completed, your application should be submitted online – visit the [Smart Jobs and Careers website](#). If you have difficulties, please contact Recruitment Services on 1300 193 156.

About the Townsville Hospital and Health Service

The Townsville Hospital and Health Service (HHS) is the public healthcare provider for more than 250,000 people across a geographic area of 150,000km².

We serve the local government areas of Townsville, Burdekin, Charters Towers, Flinders, Richmond, Hinchinbrook and Palm Island.

In doing so, we operate 21 facilities: 19 hospitals and health centres and two residential aged care homes. More than 6,600 staff work across our facilities, which is about one in every 17 working people, making us members of the communities we serve.

We provide a comprehensive range of services, from primary care in remote locations, to highly specialised care at Townsville University Hospital. This is the largest tertiary hospital in Northern Australia, providing specialist referral services for the 700,000 people living from Mackay to the Torres Strait, to the Northern Territory border.

More than providing the healthcare of today, we are planning and innovating for the future. Our staff and collaborators are advancing healthcare through impactful research. While as a major teaching hospital, we are training tomorrow's doctors, nurses, midwives, allied health practitioners, and more.

Our vision is world-class healthcare for northern Queensland. The [Townsville Hospital and Health Service Strategic plan 2022-2026](#) commits to this ambitious direction, outlines our strategic objectives and lists the measures we will use to know we have achieved them.

Our Vision: World-class healthcare for northern Queensland

Our Purpose: Great care every day

Our Values:



Integrity



Compassion



Accountability



Respect



Engagement

Please visit our website for additional information about the [Townsville Hospital and Health Service](#)

Health Equity and Racism

Townsville Hospital and Health Service has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes. The Health Equity Strategy and Implementation Plan can be found at [First Nations Health Equity Strategy 2022-2025 and Implementation Plan](#)

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.

It is expected that all Townsville Hospital and Health Service staff, including the incumbent of this role as a valuable member of the Townsville Hospital and Health Service workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

About the department

[Joyce Palmer Health Service | Townsville Hospital and Health Service](#)

[Palm Island Community Company \(picc.com.au\)](http://palmislandcommunitycompany.com.au)

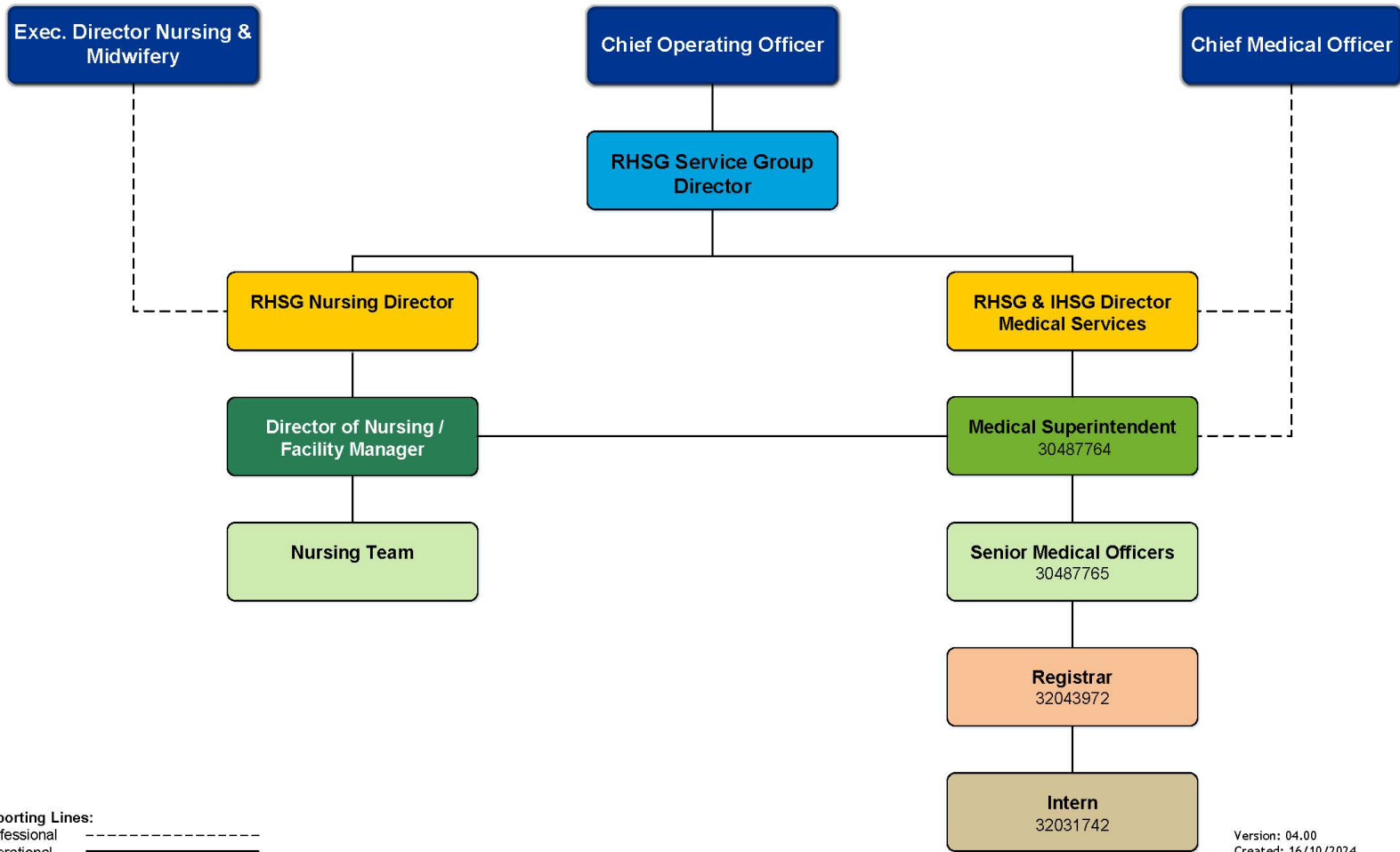
Additional information

- Pre-employment screening, including criminal history, aged care checks, and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services to children will require a 'working with children check' from the Blue Card Services Department of Justice and Attorney-General prior to appointment, unless otherwise exempt.
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2.
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details [Lobbyist Disclosure](#).
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the [Workers' Compensation and Rehabilitation Act 2003](#).
- In accordance with Government requirements and Queensland Health's commitment to a healthier workplace the Queensland Health Smoking Management Policy supports a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities and for five (5) metres beyond their boundaries. Queensland Health employees may obtain assistance to quit smoking through staff program *Quit Smoking for Life* program. Information is available at [Quit smoking.....for life!](#)

Organisational Chart



Townsville Hospital & Health Service
 Joyce Palmer Health Service
 Medical Organisational Chart
 Rural Hospitals Service Group



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