Medical Support Officer

NSW GOVERNMENT | **Health**

Our CORE values Collaboration Openness Respect Empowerment	**our people our culture**

Organisation	NSW Health
Local Health District /Agency	NSW Health
Position Classification	Medical Support Officer
State Award	N/A
Category	Contingent Worker – Voluntary
Vaccination Category	A
ANZSCO Code	
Website	www.health.nsw.gov.au

PRIMARY PURPOSE

The Medical Support Officer will be provided with an opportunity to develop necessary skills and experience in the NSW public health system, become work ready and better prepared to work successfully in the NSW public health system.

The Medical Support Officers will participate in a 12-week program, which includes a one-week centralised orientation program in Sydney, one week orientation at the Local Health District site and 10 weeks of clinical supervision with a medical team.

ESSENTIAL REQUIREMENTS

- Currently holds Australian Citizenship or Permanent Residency
- Has not previously worked in Australia as a Medical Officer/Practitioner
- Have passed the Australian Medical Council Part 1 examination
- Working With Children Check
- National Police Check

KEY ACCOUNTABILITIES

Noting all patient interactions are to be under supervision of the nominated supervisor or medical members of the team as directed by the nominated supervisor:

- Medical Support Officers must not represent themselves as a practising doctor at any time during this program.
- Adhere to the scope of practice defined for this role. This includes working under direct supervision of the nominated supervisor, or the medical members of the team as directed by the supervisor.
- Receive and participate in an orientation to the NSW public health system
- Assist the team with the management of patients including assistance with undertaking admissions, patient assessments, participating in ward rounds, and arranging referrals and consultations as directed.

- Develop written and verbal communication skills necessary to provide high quality, safe, patient-centred care appropriate for the NSW community
- Prepare accurate documentation, including eMR notes and discharge letters, while maintaining confidentiality and privacy, to ensure timely and efficient communication of patient information, and to ensure patient records are effective and accurate for current and future use if needed.
- Communicate patient-relevant information, using a structured format/framework, in a timely and clear manner to everyone involved in the patient's care, to facilitate shared decision-making, transfer information in a timely fashion, and hence ensuring quality patient care. This includes escalating issues when required, and respecting confidentiality and privacy.
- In interacting with patients and other members of the multi-disciplinary team, apply the principles of patient consent.
- Learn the principles of safe medication management in NSW, noting that prescribing is not within the scope of practice of the role.
- Recognise the deteriorating patient, learn how to implement appropriate initial patient management and escalate.
- Perform basic procedures, under instruction and supervision. In performing the procedure obtain patient consent for the procedure, including providing information about the procedure and reason for performing the procedure.
- Monitor own performance, actively seek feedback and participate in performance review, engage in self-directed learning and local educational sessions to address gaps in knowledge.
- Demonstrate an awareness of own limitations and be able to recognise situations where escalation is required.
- Learn the principle of ordering common radiology and pathology investigations and understand the choosing wisely initiative.
- Learn the principles of safe medication management, noting that prescribing is out of the scope of practice.
- Ensure attendance at least 80% of formal education sessions and rostered shifts
- Actively monitor and manage own health, safety and wellbeing, seeking assistance when needed.

SELECTION CRITERIA

1. Passed AMC Computer Adaptive Test (CAT) MCQ (Part 1) Examination, meets the Medical Board of Australia English Language Skills registration standard and have completed a recognised medical degree.
2. Demonstrated ability to collaborate within a multi-disciplinary team
3. Demonstrated interpersonal, written and verbal communication skills with the ability to communicate with internal and external stakeholders with professional English proficiency
4. Demonstrated computer literacy skills (health related systems preferred)
5. Availability to participate in the pilot for 12 weeks from 10 July to 29 September 2023.
6. Meets the essential requirements of the role, as outlined in this role description

KEY CHALLENGES

- Adapting to new working environments, prioritising work requests, time management and working as part of a multi-disciplinary team.
- Clinical demands of assisting and managing patients and families from many different cultural and religious backgrounds.
- Understanding the Australian health care system.

KEY RELATIONSHIPS

Who	Why
Patients and their families/carers	To communicate information regarding hospitalisation, treatment, and progress in a sensitive, timely, and clear nature as essential for optimal patient care and experience.

	To safeguard to all parties that privacy and confidentiality rights will always be respected and upheld.
Consultants providing clinical supervision, Head of Department	To enable positive working relationships whilst under direct supervision to facilitate professional development and learning. To enable supportive working connections whilst operating in a challenging and complex environment, with the aim of upholding personal health and wellbeing through open communication channels to seek advice on clinical, educational and personal matters.
Other clinical staff (medical, nursing, allied health) within the unit and in other units and in the community as relevant	For coordinating patient care as part of a multi-disciplinary team and across other teams.
Director of Training	To provide support to the appointee, monitor performance and provide feedback on professional development activities.
Administrative staff members for example admissions, bed management and patient flow department	To co-coordinate patient care and follow up as part of a multi-disciplinary team and across other supporting teams that is timely, progressive and positive for each clinical care episode. To promote positive working relationships between inpatient professional groups, as well as support and maintain the need for a cooperative, and harmonious multidisciplinary working environment where everyone is supported to contribute and share their professional opinion.

OTHER REQUIREMENTS

- Model the NSW Health CORE Values of Collaboration, Openness, Respect and Empowerment.
- Participate in clinical handover, to transfer information, accountability and responsibility for a patient or group of patients, following the ISBAR protocol, National Australian Standards. Clinical handover happens within and between Medical, Surgical, Emergency, Paediatric and Critical Care teams.
- Complete mandatory training as required by the hospital, local health district or specialty network, and NSW Health
- Attend all applicable organization-wide, hospital, department and role orientation sessions
- Abide by all conditions/provisions of engagement
- Conduct all required responsibilities and tasks of the role in a manner that is consistent with legislation, local and state-wide delegations, procedures, policies and manuals, which include but are not limited to the following areas:
    - NSW Health Code of Conduct
    - Performance management and development
    - Work, health and safety
    - Records management
    - Confidentiality and privacy
- Ensure that you take reasonable care that any acts and omissions do not adversely affect the health and safety of others, that you comply with any reasonable instruction given to you and with any policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to your managers.
- Act as role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees