



Position Description

Position Title: Retrieval Registrar

Section: Medical

Hours : F/T P/T [] Specify hours per week. Casual []

Reporting and Organisational Context

This position reports to: Medical Director
Supervisor of Training
Director of the Week
Senior Base Doctor

This position has the following positions reporting to it: Nil

The key strategic objectives for this position are:

1. Deliver the highest standard of patient care in the out-of-hospital and inter-hospital environments.
2. Ensure organisational objectives are achieved.
3. Ensure effective and efficient communication between medical retrieval unit and referring and receiving medical staff.
4. Ensure effective and efficient communication between aeromedical crew.
5. Participate in the clinical data process and clinical quality assurance activities.

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Vision: To be Australia's most trusted rapid-response critical care service.

Mission Statement:

"To save lives, speed recovery and serve the community by providing the highest standard of rapid response critical care. To achieve our mission, we dedicate ourselves to:

- *the highest safety, operating and clinical standards*
- *The education, training and development of our people*
- *continuous improvement, innovation and research*
- *work with the community, government and our partners to sustain our charitable purpose."*

Values:

- Caring for our patients
- Accountability to the community
- Respect for each other
- Excellence to what we do
- Fairness in all our dealings
- Loyalty to our organization
- Integrity as our anchor
- Growing our people
- Holding true to our charitable purpose
- Teamwork with our partners

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Individual Essential and Desirable Criteria for this Position:

- Essential:**
1. Advanced Trainee in anaesthesia (Level 3), emergency medicine (level 4) or intensive care (level 4) as per college accreditation requirements.
 2. Successful completion of primary examination for anaesthesia, emergency medicine or intensive care or related specialties.
 3. Extensive experience and proven ability in the management of critically ill patients including trauma.
 4. Successful completion of CareFlight pre-employment physical assessment.
 5. Superior verbal and written communication skills.
 6. Willingness to be flexible with roster procedures in the short term and in the longer term in line with CareFlight's objectives.
 7. Current Passport.
 8. Medical Registration (International Medical Graduates must be willing to apply to Australian Medical Council to enable Medical Registration)
 9. Successful completion of aviation orientation training including Helicopter Underwater Escape Training (HUET) – arranged by CareFlight.
 10. Completion of EMST, APLS, MIMS.
 11. Above average physical fitness – assessment arranged by CareFlight
 12. Ability to work in unusual environments including heights and in water.
 13. Ability to safely adapt clinical practice as environment requires.
 14. Proven ability to comply with organisational policy and procedures, especially those related to safety.
 15. Ability to work in conjunction with other emergency services.
 16. Preparedness to live within one hour of Bankstown Base.
- Desirable:**
1. Research interest, computer and administrative skills.

In addition to essential and desirable requirements for this position you are expected to comply with and/or achieve the following:

- CareFlight's Performance Management policy;
- Your OH&S responsibilities as an employee;
- CareFlight's Code of Conduct and Ethics;
- Your section's quality initiatives.

Performance Management:

Your work performance will be managed, with you, by your supervisor of training on a continual basis. You should actively participate in this process.

In addition you can expect regular and ongoing support, coaching, guidance and feedback from other CareFlight Retrieval Specialists. At the end of your term the training assessment as determined by the specialty training college will be completed. You and/or your supervisor of training may wish to formally meet more frequently. The standard of performance, which is required for this position, is determined by this job description and any other agreed activities.

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Knowledge, Skills and Behaviours:

1. Occupational Health and Safety

1. Contributes and participates in section/organisation safety activities.
2. Safe Work Procedures adopted in all work practices.
3. Appropriately responds in emergency situations.
4. Appropriately responds in conflict situations.
5. Hazards in the workplace are recognised and reported.

2. Role Responsibilities

Bankstown Base

07:30 to 19:30 day shift -- 19:30 to 07:30 night shift

1. Prompt arrival for on duty shifts in ASNSW uniform
2. Prompt arrival for on-call shifts– must be under one hour from time of call – in ASNSW uniform
3. Duty is to be carried out according to the protocols and procedures provided by the ASNSW.
4. Must diligently maintain all aircraft currencies.
5. Every Wednesday is a training day – alternating between Bankstown Base and CareFlight.

If you are on duty at Bankstown you are expected to attend the training at Bankstown unless on a mission.

If you are on call at Bankstown you are expected to attend the training at either Bankstown or CareFlight unless on a mission.

If you are on a day off you are expected to attend the training at either Bankstown or CareFlight.

If you have completed a night shift or the day is followed by a night shift you are not expected to attend either base for training.

If you are rostered for operational duty elsewhere on the CareFlight roster you are not expected to attend Bankstown.

If you are rostered for CFIAA Westmead you are expected to attend the training.

If you are rostered at Orange you are not expected to attend either base for training but must attend any operational training at Orange.

6. Recording of missions on a daily basis on data base is compulsory.
7. WIKI - Time sheet completion is compulsory and must be undertaken at the end of each shift whether on duty or on call. All on-call missions are to be recorded on time shift i.e. time called, time attended, duration of mission, time departed base.

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Knowledge, Skills and Behaviours:

Role Responsibilities (Continued)

Orange Base – Day only Operation

08:00 to 18:00

1. Depart Sydney the day/night before duty. Taxi to base.
2. Accommodation is available close to town and base.
3. Vehicle available with compliments from CareFlight for your private use.
4. Prompt arrival for your 'on duty' shift is assumed in ASNSW uniform
5. There are no on-call shifts.
6. Almost exclusively helicopter shifts.
7. Duty is to be carried out according to the protocols and procedures provided by the ASNSW
Recording of missions on a daily basis on data base is compulsory.
8. WIKI - Time sheet completion is compulsory and must be undertaken at the end of each shift whether on duty or on call.
9. Depart Orange either following shift end or next day.
10. Flights are book through Kelly or Leanne at the Barden Street Office.
11. Payment of meal allowance for shifts worked away from home.

Head Injury Retrieval Trial (HIRT)

09.30 to 19.30

(HIRT is a randomised/blind trial to determine if improved outcomes can be achieved for head injured patients with the rapid arrival of a critical care team.)

HIRT duty as the primary care giver is both for the purposes of 'buddying' with a specialist as part of the team and as a RESERVE for the Bankstown Base, Orange Base and International retrieval roster in the event of sickness or other unexpected mishap.

1. Arrive on time in CareFlight uniform
2. Actively participate in operations and debriefs
3. Listen and Learn from senior specialists
4. Share the CareFlight culture with the emphasis on Crew Resource Manage (CRM)

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Knowledge, Skills and Behaviours:

Role Responsibilities (Continued)

Westmead - CareFlight International - On call for 7 days

1. Westmead internationals are housed at Barden Street, Northmead.
2. Must have mobile turned on to received calls from co-ordinator.
3. Must check equipment on the first morning of on duty to ensure all in order in preparation for a potential mission.
4. Must be ready to depart within two hours from airport for CAFAT missions (Noumea).
5. If a Wednesday, you attend the training day at CareFlight.
6. When notified of a call you by the co-ordinator and you have received the patient records you must make contact with the on-call Medical Director, Internationals, to discuss the patient's treatment.
7. Your flight nurse will be phoned by the co-ordinator and asked to meet you at the base.
8. Pack CareFlight International vehicle for mission.
9. Thorough documentation must follow all missions e.g. record on database as per any mission.

Darwin - CareFlight International - On call for 7 days

1. Fly to Darwin day before on call duty
2. A vehicle is provided for the doctor in Darwin for personal use
3. Darwin internationals are housed at the airport.
4. Must have mobile turned on to received calls from co-ordinator.
5. Must check equipment on the first morning of on duty to ensure all in order in preparation for a potential mission.
6. Must be ready to depart within an hour
7. When notified of a call you by the co-ordinator and you have received the patient records you must make contact with the on-call Medical Director, Internationals, to discuss the patient's treatment.
8. Your flight nurse will be phoned by the co-ordinator and asked to meet you at the airport base.
9. Pack CareFlight International vehicle for mission.
10. Thorough documentation must follow all missions e.g. record on database as per any mission.
11. Payment of meal allowance for shifts worked away from home.

General

1. Operational proficiency and fitness is to be maintained as stipulated by CareFlight.
2. Completion of registrar medical teaching program.
3. Conduct and professional behaviour is in keeping with CareFlight's public image.

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Knowledge, Skills and Behaviours:

3. Demonstrates Dedication to CareFlight's Goals

1. Shows a passion for working for CareFlight and for what the organisation collectively achieves.
2. Shows loyalty to CareFlight; speaks positively about the organisation to all external parties
3. Acts in the best interests of CareFlight at all times; presents external parties with a positive impression of CareFlight by their actions.
4. Spends money wisely; is mindful of budget restrictions and prioritises spending accordingly.
5. Understands the bigger picture of CareFlight's goals as an organisation; sees how their role fits into the bigger organisational picture.
6. Takes actions that are consistent with a 'whole of organisation' perspective; takes account of long term organisational goals in their decision making process.
7. Accepts the need for regulation and approvals from different levels within CareFlight and from external stakeholders (eg sponsors, NSW Ambulance Service).
8. Actively discourages negativity towards external stakeholders, such as sponsors or NSW Ambulance Service.

4. Collaborates & Respects

1. Enjoys working as part of a team; shows willingness to work cooperatively with others; recognises the need for collaboration and shared success.
2. Treats people fairly and shows respects for their skills, knowledge and contribution to CareFlight; is accepting of all staff across all levels and makes others feel valued by showing interest in what they do.
3. Participates in collaborative discussions and problem solving; is prepared to listen and accept ideas, questions and challenges from others.
4. Trusts others to make a decision based on their professional expertise without intervening; gives their view, but accepts the direction and decisions of others; can be a 'follower'
5. Doesn't take themselves too seriously and keeps their own achievements in proportion; keeps their ego in check and works as an equal team member with others.
6. Works well within their immediate team, **as well as** across departments and the organisation; makes an effort to break down barriers between teams.
7. Encourages others to approach them by fostering an 'open door' policy; responds positively to others and is polite and helpful.
8. Shows empathy towards others and understands their needs and where they are 'coming from' (eg challenges they are facing, fatigue, mood, emotions).
9. Prepared to be flexible and change their approach to accommodate the needs of others; accepts and works with others' strengths and weaknesses rather than getting irritated by them.

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Knowledge, Skills and Behaviours:

5. Takes Responsibility

1. Willing to do more than just their specific job role; 'gives a bit extra'; offers to take on additional tasks.
2. Takes responsibility for resolving a problem; identifies the problem, gets 'stuck in' and finds solutions, owns the problem until it is resolved.
3. Proactively looks for things to do; seeks productive ways to use their time at work for the benefit of CareFlight.
4. Uses their initiative within defined boundaries and seeks guidance from others before investing significant effort in additional (non-core) tasks.
5. Gets involved in tasks outside their department – willing to 'roll their sleeves up' and participate in whatever is needed (e.g. to represent CareFlight at fundraising and PR events).
6. Tries to minimise workload for others where they can (e.g. comes in early to save others doing another flight).
7. Talks positively about their work and progress on tasks and projects; has a 'can do' approach to getting things done.
8. Perseveres and persists with tasks even when facing set backs and challenges; shows determination to succeed.
9. Proactively communicates about progress on tasks and any changes they have observed (eg new information, status of aircraft etc); alerts others early to any changes or difficulties they are experiencing.

6. Communicates Actively

1. Speaks with a confident tone of voice that engages others in listening to them; is direct and clear about what they want to say.
2. Encourages participation by inviting others to ask questions, make comments and confirm their understanding.
3. Asks questions to gather information, involve others and check that their message has been received and interpreted correctly; clarifies any misunderstanding or misinterpretation.
4. Listens well to others; looks at the speaker, queries any conflicting or ambiguous information given, reflects back the key messages and confirms their understanding.

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Knowledge, Skills and Behaviours:

7. Communicates Actively

1. As the speaker, acknowledges that others' understanding of their message is correct – 'closes the loop'.
2. Listens and concentrates to try and understand others' point of view before committing to their own.
3. Structures their communication to aid clarity and focus; uses agendas, checklists, summaries and notes to ensure they cover all relevant aspects of the topic or issue and to guide the communication to a timely conclusion.
4. Adapts their communication style and content to the audience; makes their point in a different way if people don't understand them; provides specialist/technical information in a way that others can understand (uses minimal jargon); tailors their communication without losing the integrity of their message.
5. Prepares for briefings/meetings in advance; ensures sufficient time is available and plans how to use this to best advantage.
6. Produces written communications, e.g. emails, letters, reports, which are well structured, succinct and convey key messages unambiguously; tailors the written communication to the audience in terms of language, style and level of detail.

8. Operational Crew Only

1. Adapts their communication style to the situation; uses language of increasing urgency for an increasingly critical situation – observation or expression of concern, offering a solution, demanding an action.

9. Seeks Learning

1. Critically reviews their own performance to identify strengths and areas to improve; continually challenges and questions their own ideas, thoughts and actions.
2. Willing to receive feedback on their performance – shows commitment to this process and fully engages in it; acts on feedback given to change their behaviour.
3. Prepared to talk about what they didn't do well and could do better; admits mistakes openly and identifies the learning points for themselves and others
4. Willing to ask 'dumb' questions or how to do something; admits when they don't know the answer to a question rather than 'bluff'.
5. Accepts and welcomes the need to keep 'current' on their knowledge, skills and fitness; continually keeps their skills, knowledge and physical fitness up to date.

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Knowledge, Skills and Behaviours:

Seeks Learning (continued)

6. Willing to put in the time and effort needed to gain new knowledge and skills; challenges themselves to develop their competence professionally and personally.
7. Shows an interest in learning about others' roles; wants to know more; takes part in activities that facilitate learning.
8. Looks for ways to improve themselves and gain knowledge.

10. Operates Professionally

1. Operates consistently within CareFlight's standard operating procedures and policies; accepts the rules and follows these.
2. Role models the way we do things round here (eg by completing daily checks, maintaining fitness).
3. Does what they say they are going to do (eg turns up for work on time, delivers what they have committed to).
4. Publicly supports management decisions, initiatives and policies.
5. Avoids risk taking behaviours; takes responsibility for raising their awareness and that of others, of potential risks in their work and environment.
6. Show pride in and takes care of our facilities, equipment and environment (eg keeps the place tidy, clean, presentable).
7. Presents themselves professionally in their personal appearance when interacting with external people.

11. Engineering Staff Only

1. Refers to technical manuals to check facts, rather than relying on recall or what they are told by others.

12. Makes Firm Decision

1. Gathers relevant information from a variety of sources; checks the accuracy of this; identifies gaps and seeks additional information.
2. Draws accurate inferences from the available data; generates a range of options and possible courses of action.
3. Uses sound judgement about when to make a decision – weighs up the pros and cons of gathering more data, consulting further or reaching a firm conclusion.
4. Makes a timely decision, even in the absence of complete information or a lack of consensus from key parties; selects the best option available at the time.

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Knowledge, Skills and Behaviours:

Makes Firm Decision (continued)

5. Separates facts from emotions when reaching decisions; relies on an objective and rational process to make a decision.
6. Where possible, gains commitment to decisions before implementing them; talks through their decision with others (either during the process or afterwards); explores the impact of the decision on others and how to mitigate against any negative impact.

13. Displays Self Confidence & Self Control

1. Shows confidence in themselves and what they are doing; able to operate without constant supervision and guidance.
2. Tells others what they think (sensitively and diplomatically); is not afraid to give a point of view.
3. Is confident and directive in giving instructions to others when needed.
4. Is able to stand up to strong personalities and make their needs and views heard.
5. Demonstrates a belief that they can change an unsatisfactory situation by taking action to do this.
6. Remains visibly relaxed when dealing with a crisis or difficult situation; listens and observes what is going on around them before reacting; clearly defines what they want others to do to help them and communicates this.
7. Reacts calmly to a problem; identifies the issues and resolves them.
8. Accepts the more frustrating elements of their role with a controlled and relaxed manner.

14. Accepts Change & Drives Improvement

1. Accepts the need for change; prepared to 'let go' of some things about CareFlight and move on.
2. Willing to experiment with new ideas and approaches (within the boundaries of standard operating procedures and with safety always taking priority).
3. Shows openness and enthusiasm towards change and the possibilities this presents.
4. Constantly seeks ways to do things better; is not satisfied with mediocrity; readily adapts to changing requirements and circumstances.
5. Helps to develop the standards of work and outcomes that CareFlight achieves.

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Knowledge, Skills and Behaviours:

Accepts Change & Drives Improvement (continued)

6. Evaluates the need for change carefully and through consultation; makes decisions to try a new approach or implement a change after thorough consideration of all the possibilities and risks.
7. Justifies and sells the benefit of change to others.

15. Demonstrates Self Discipline, Planning and Focus

1. Maintains a state of readiness and preparation even when there are no operational tasks or projects going on.
2. Is able to switch focus rapidly and immediately concentrate on more critical tasks.
3. Makes thorough preparations before a job – thinks ahead, plans and prepares what is needed.
4. Pays attention to details – recognises the importance (and potential safety implications) of small things.
5. Focuses on their task and is clear about what they are supposed to do.
6. Thinks ahead to all the potential issues that could arise (during a project or a mission) – considers all the options and plans for these.
7. Completes tasks within reasonable and agreed time frames.

As the incumbent of this position, I have read this Position Description, understand its contents and agree to work in accordance with the requirements of the position.

I understand and accept that I must also comply with the policies and procedures of CareFlight and can be required to undertake work as determined by the Senior Base Doctor, Director of the Week, Supervisor of Training or Medical Director.

Employee's Name:

Employee's Signature:

Date: / /

Manager's Name:

Manager's Signature:

Date: / /