

## POSITION DESCRIPTION

# SCHN - NETS Retrieval Consultant - Paediatric Intensive Care

 <b>C</b> ollaboration <b>O</b> penness <b>R</b> espect <b>E</b> mpowerment	
<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Sydney Childrens Hospital Network
<b>Position Classification</b>	Staff Specialist
<b>State Award</b>	Staff Specialists (State) Award
<b>Category</b>	Specialist Medical & Dental Practitioner   Specialist
<b>Website</b>	<a href="http://www.schn.health.nsw.gov.au">www.schn.health.nsw.gov.au</a>

## PRIMARY PURPOSE

'NETS' - NSW is the state wide clinical service for medical retrieval of critically ill newborns, infants and children in New South Wales (NSW), Australia. Most patients are acutely unwell and require careful assessment and planning prior to transport. Some problems are solved without transport. The NETS Consultant coordinates acute clinical calls to NETS; in collaboration with specialists from referral hospitals and specialty units. The NETS Consultant triages cases into being a consultation, transfer by local or regional teams or retrieval (by a NETS team or other appropriate neonatal or paediatric retrieval team). The NETS consultant contributes to the call and case review process, education (internal and external), as well as research and quality improvement activities.

NETS service extends beyond transport in that it provides a point of clinical triage for patients too sick for normal ambulance transfer between hospitals. NETS connects clinicians in referring and referral hospitals in a telephone conference to discuss the best treatment and appropriateness of transfer or retrieval. This extends to obstetric cases when maternal transfer no longer seems possible and a neonatal retrieval appears inevitable.

The Consultant is responsible for the delivery of the highest quality care to the paediatric patient and their family. The right care in the right time-frame with the right referral hospital engaged and the right solution(s) requires taking responsibility for solving the problem. NETS seeks continuous improvement across the critical care patient journey. Consultants participate in case review, quality, educational and service improvement activities. They act as an advocate for the paediatric patient and their family, in accordance with the guidelines set by NSW Health, SCHN and international benchmarks.

## ESSENTIAL REQUIREMENTS

### Vaccination Category:

Category

A -

### Registration with the Medical Board of Australia

### WWCC

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Yes  No

### Work Health and Safety:

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

## KEY ACCOUNTABILITIES

### 1. Clinical

#### 1.1 Manage NETS' clinical process(es)

- Chair calls
- Give immediate advice
- Deploy teams in a timely manner in parallel with or following consultation with other clinicians
- Recommend appropriate level of clinical support and its source
- Recommend best operational solution(s)
- Liaise with operational services and other clinical services
- Act as Medical Controller until transfer of responsibility to a destination consultant
- Ensure effective communication; including documentation of calls

#### 1.2 Participate in retrieval missions:

- Participate in retrievals as team leader or coach
- Assess and treat the patient's clinical status at the referring hospital, during transport and prior to admission to a tertiary centre or other destination facility.

#### • Document the process

#### 1.3 Ensure clinical skills are up to date by:

- Participation in specified learning activities
- Complete appropriate post-graduate training
- Use of teaching resources to update skills

#### 1.4 Identify areas of weakness and introduce goals to improve performance.

### 2. Equipment

#### 2.1 Ensure that communication equipment used by the Staff Specialist is functional and in a state of readiness

#### 2.2 Have thorough knowledge of life support equipment used by NETS

### 3. Quality Assurance

#### 3.1. Have an understanding

#### 3.2. Contribute to this process by:

- Constant review of work practice
- Aiming for improved quality in all areas
- Entering clinical and operational data into database
- Completing quality assurance documentation for all retrievals

#### 3.3. Report adverse events and incidents

#### 3.4. Manage customer service to maximise customer satisfaction

### 4. Education

#### 4.1. Lead and participate in internal and external educational activities of NETS

#### 4.2. Undertake mandatory education

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### 5. Research/Audit

- 5.1 Participate in the continuing development and review of NETS policies and procedures
- 5.2 Seek appropriate University academic appointment
- 5.3 Initiate and/or participate in projects associated with perinatal management and emergency care of the sick neonate or paediatric patient
- 5.4 Undertake research projects to improve medical practice and team standards

### 6. Work Health/Safety

- 6.1. Demonstrate commitment to WH&S through personal involvement
- 6.2. Maintain own safety and that of others; avoiding risks and cooperating with NETS' manager
- 6.3. Follow manager's reasonable instructions concerning workplace health and safety
- 6.4. Participate in WH&S education and training

### 7. Professional Practice/Development

- 7.1. Maintain current medical registration in NSW
- 7.2. Comply with the professional code of ethics for staff of NETS
- 7.3. Follow NETS and Health policies and procedures
- 7.4. Demonstrate appropriate conduct and professionalism when working/representing NETS in all activities in the health system; including client hospitals and related emergency services

## KEY CHALLENGES

- Foster effective communication and complementary working relationships with other health professionals across the system and within NETS.
- Become clinically proficient in the retrieval of children with complex health problems and adept in managing this care.
- Understand the system of regional health care in acute paediatrics and its complex relationships.

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## KEY RELATIONSHIPS

Who	Why
NETS State Medical Director or delegate SCHN.	To seek guidance, direction and support Ensure service delivery is maintained.
NETS Office Coordinator.	To provide assistance and support to management to ensure effective communication between all parties.
NETS Registrar.	To ensure effective and efficient work processes between departments when required.
LHDs' Hospital health professionals.	To interpret guidelines, rules, policies and procedures to ensure effective and accurate responses are provided as r required.
MoH, ASNSW Patients Parents/Family.	To interpret guidelines, rules, policies and procedures to ensure effective and accurate responses are provided as required.

## SELECTION CRITERIA

1. Possess or be eligible for registration with New South Wales Medical Board.
2. Possess FRACP or FANZCA or equivalent, as provided for in the Staff Specialists (State) Award.
3. Experience in Paediatric Intensive care.
4. Experience in medical retrieval of newborns and/or children.
5. Demonstrated expertise with inter-personal communication and negotiation; particularly with multiple stake-holders in highly stressed circumstances.
6. Capacity to participate in and train staff in retrievals by air and road ambulances.

## OTHER REQUIREMENTS

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of SCHN, and in line with the NSW Health Code of Conduct. The following specific requirements should be noted:

### Qualifications

Relevant qualification

### Vaccination

Category A

### Workplace Culture

Model the NSW Health CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

### Finance and Assets

Manage allocated finance and resources efficiently and effectively in accordance with SCHN Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

### Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly.

### Work Health and Safety

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Workers have a positive duty to demonstrate commitment to safety. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with work health and safety legislation, policies, procedures and safety instructions.

### **Workplace Diversity**

Comply with and participate in the organisations workplace diversity policies and procedures.

### **Training**

Comply with and participate in the organisation's training programs and policies, including participation in mandatory training.

### **Performance Review**

A performance assessment will be conducted within three (3) months following commencement of employment.

At least every twelve (12) months, a performance review will be undertaken.

Understand and practice person centred care.