

Position Description

Emergency Department HMO

Classification:	As per DIT agreement
Business unit/department:	Emergency Department
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	AMA Victoria - Victorian Public Health Sector - Doctors in Training Enterprise Agreement 2022-2026
	Choose an item.
	Choose an item.
Employment type:	Fixed Term Full-Time or Part-Time
Hours per week:	Up to 38
Reports to:	Ruth Osborne
Direct reports:	N/A
Financial management:	Budget:
Date:	April 2026

Position purpose

1. First Line Patient Management:

- Responsible for the initial management of patients presenting to the Emergency Department.
- Work under the guidance of senior doctors to assess and manage patients, develop clinical plans, and make disposition decisions.

2. Patient Advocacy:

- Advocate for patients by actively participating in their healthcare planning.
- Ensure their needs are met during their ED journey.

3. Collaboration and Relationship Building:

- Maintain positive working relationships with Austin Health departments and external stakeholders.
- Facilitate effective teamwork and patient care coordination.

4. Clinical Documentation:

- Ensure accurate and timely documentation of patient assessments, treatment plans, and outcomes.
- Contribute to maintaining comprehensive medical records.

5. Emergency Procedures and Protocols:

- Familiarize yourself with emergency protocols, guidelines, and procedures specific to the department.
- Adhere to evidence-based practices and safety measures.

6. Patient Safety and Quality Improvement:

- Prioritize patient safety by identifying and reporting incidents, near misses, and adverse events.
- Participate in quality improvement initiatives to enhance patient care.

7. Efficient Workflow and Triage:

- Collaborate with nursing staff and other team members to optimize patient flow.
- Assist in triaging patients based on acuity and urgency.

8. Continuous Learning and Professional Development:

- Attend relevant educational sessions, workshops, and conferences.
- Stay informed about advancements in emergency medicine.

9. Communication Skills:

- Effective communication is essential. Practice clear and concise communication with patients, families, and colleagues.
- Provide empathetic and informative explanations to patients and their caregivers.

All Employees:

- Comply with Austin Health policies & procedures as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

About the Directorate/Division/Department

The Austin Emergency Department is one of Melbourne's busiest tertiary EDs, seeing approximately 90,000 patients annually across adult and paediatric services. The department is currently undergoing significant expansion, with new clinical areas and models of care being developed.

As part of Austin Health, a large tertiary hospital with comprehensive medical and surgical specialties on site, the ED offers HMOs exposure to a broad range of emergency medicine presentations within a collaborative, multidisciplinary environment. All shifts are supported by senior Emergency Physicians and experienced registrars, ensuring a well-supervised and supportive clinical experience.

The department offers a structured HMO training experience with dedicated weekly teaching, strong bedside supervision and opportunities to develop procedural skills, including access to in-house ultrasound training. For those interested in pursuing Emergency Medicine, there is the opportunity to transition into the ACEM training program in subsequent years.

Austin ED provides dedicated adult and paediatric streams, supporting exposure to a wide range of



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presentations across both cohorts. The department also has one of Melbourne's largest Short Stay Units, offering experience in observation medicine and clinical decision-making in a supported environment.

HMOs work a rotating roster including day, evening and night shifts, with no on-call requirement while rostered in ED. Emergency Physicians are on site from 0800–2300 daily, with overnight consultant on-call support.

Austin ED is a dynamic, supportive and high-performing department, with a strong focus on education, wellbeing and early career development.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.



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Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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