

Position Description

Position Title	HMO Support Manager
Position Number	30011809
Division	People and Culture
Department	Medical Workforce Support
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 6
Classification Code	HS6
Reports to	Director of Medical Workforce Support
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The position provides oversight and operational management for all Junior Medical Officers (Interns, HMO, and Registrars) rostering, recruitment, and accreditation activities within the HMO Support Unit. This role ensures cohesive coordination across medical workforce functions and

supports the effective delivery of services to clinical units. Aligned with the organisation's Strategic and Operational Plans, the position contributes to workforce sustainability, clinical service continuity, employee experience, and the delivery of high-quality patient care through efficient workforce planning and support. Broadly, the role is responsible for ensuring consistent rostering practices, assisting with recruitment and onboarding processes, maintaining compliance with accreditation and regulatory requirements, and fostering strong partnerships between the HMO Support Unit and clinical departments. This position will contribute to training, development and drive improvements to the unit's existing processes.

Responsibilities and Accountabilities

Key Responsibilities

1. Maintain oversight of all HMO Support Unit rosters, ensuring accuracy and consistency.
2. Manage coverage for Coordinators during leave to maintain operational continuity.
3. Act as the escalation point for all rostering and Kronos queries from the HMO Coordinators.
4. Manage on-call duties when needed to cover leave or service demands.
5. Attend regular meetings with Coordinators to support communication with clinical units.
6. Oversee Junior Medical Officers recruitment, guiding Coordinators and ensuring the engagement of relevant stakeholders.
7. Oversee the tracking of AHPRA registration and immigration processes for new IMGs.
8. Maintain oversight of accreditation requirements (PMCV, Training Colleges) and liaising with the DMWU.
9. Serve as a liaison between Medical Education and Coordinators, managing and communicating roster change requests.
10. Review current processes and workflows with the DMWU to identify improvements workflows and efficiencies across rostering, leave planning, recruitment, and communication.
11. Manage leave planning and Kronos for the HMO Support team members.
12. Other duties as directed by the DMWU.

Key Selection Criteria

Essential

1. Demonstrated experience in medical workforce coordination or administration, with proven ability to oversee the workforce, complex rostering, recruitment, and operational functions.
2. Strong understanding of rostering and workforce management systems (such as Kronos), including the ability to troubleshoot and resolve rostering and payroll-related issues.
3. Proven leadership and team support skills, with the ability to provide guidance, oversight, and escalation management for a team of Coordinators.
4. Excellent stakeholder engagement and communication skills, with demonstrated experience building effective relationships with clinical leaders, Medical Education, People & Culture, and external agencies.

5. Comprehensive understanding of regulatory and compliance requirements related to medical workforce functions, including AHPRA registration, immigration processes for IMGs, and accreditation standards (PMCV, training colleges).
6. Highly developed organisational and analytical skills, with the ability to prioritise competing demands, implement process improvements, and ensure data integrity across workforce systems.
7. Experience working in a healthcare setting in a similar medical workforce or JMO lead/coordination role.
8. Experience with accreditation processes and understanding of medical education frameworks within a hospital context.

Desirable

9. Tertiary qualifications in health administration, HR, or a related discipline, or demonstrated relevant experience.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.