

## Position Description

Position Title	Medical Workforce Support Officer
Position Number	30027934
Division	People and Culture
Department	Medical Workforce Support
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Manager and Administrative Workers Grade 2
Classification Code	HS2 – HS21
Reports to	Director Medical Workforce Unit
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Immunisation Requirements</li> </ul>

## Bendigo Health

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

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

## Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

## Our Values

**PASSIONATE** – We are passionate about doing our best – for our patients, our colleagues and our community.

**ACCOUNTABLE** – We take ownership of our actions and outcomes, always striving for integrity and improvement.

**CARING** – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

## The Position

Reporting to the Director Medical Workforce Unit (DMWU) the position provides project and administrative support to the Medical Workforce Team with a particular focus on assisting with the improvement and development of functions associated with medical workforce education, coordination of special projects and maintenance of support to the functions of the team especially aiding in recruitment, onboarding and experiences of junior medical officers through their continuum of training.

Exceptional interpersonal skills are essential and the position requires a pro-active, enthusiastic, highly organised and responsible person with strong attention to detail. Excellent computer skills are required for word processing, data collection and interpretation and spreadsheet management.

## Responsibilities and Accountabilities

### Key Responsibilities

#### Recruitment and Resourcing

- Assist in the development and promotion of JMO pathways, streams and positions in conjunction with the MWU Team and other key stakeholders.
- In consultation with the DMWU, HMO Coordinators and Clinical Unit Head assist with bulk and ongoing recruitment processes annually including direct domestic and international recruitment, various Postgraduate Medical Council Victoria (PMCV) match processes and other recruitment models.
- Assist with and participate in the annual Medical Careers Expo and other promotional activities as required in conjunction with the Workforce Planning and Resourcing team.

#### Quality & Safety

- Work collaboratively with colleagues to meet NSQHS, Australian Medical Council, National Framework for Prevocational Medical Training (NFPMET) and PMCV accreditation requirements.
- Assist with the implementation and application of Enterprise Bargaining requirements and changes when required.

#### Project coordination

- Participate in planning of the junior medical workforce including recruitment and onboarding support for overseas trained doctors. Assist with AHPRA, Accommodation, Wellbeing, Visa and all other training documents.
- Ensure Education program and actively supporting succession planning for the MWU team and medical workforce. Provide support to Medical Education team during leave relief.
- Participate in projects under the direction of the D MWU, CMO.
- Coordinate and implement all aspects of the project plans including scheduling, estimating, tracking and reporting against project activities in consultation with key stakeholders of the project.
- Coordinate key stakeholder consultation, meetings and appointments.

- Develop and maintain quality project reports and documentation, to provide timely advice on project status to the DMWU.
- Liaise with other Bendigo Health teams to ensure consistency in processes and outcomes relating to the coordination and delivery of projects for junior medical staff.
- Liaise with external organisations regarding the development of training programs such as Australian Medical Council (AMC), PMCV and universities.
- Assist in the development and completion of applications for funding relevant to the junior medical workforce.
- Liaise with other campuses/rotating health services in regards to rotating junior medical staff as it relates to the development of partnerships and prevocational training projects.
- Coordinate surveys and data gathering related to aspects of the junior medical workforce and provide information to relevant stakeholders.
- Prepare reports, presentations and other documents as requested. This includes monthly reports and statistics relating to key performance indicators relating to the junior medical workforce.
- Preparation and distribution of correspondence and documents associated with the function of the unit as requested.

### **General**

- Work in consultation with the DMWU and other key stakeholder including, the Office of the Chief Medical Officer, People and Culture (P&C) and clinical staff to ensure consistency in processes and outcomes relating to junior doctor matters.
- Participate in committee meetings as required.
- Other duties as directed by the Director MWU.

## **Key Selection Criteria**

### **Essential**

#### **Qualifications/ Certificates**

1. Experience in Human Resources/Health Services/ Health Sciences Business Management or a related field and/or demonstrated experience in a similar role in a fast passed customer focused environment.

#### **Specialist Expertise**

2. Demonstrated experience in providing customer service to senior staff with a sound understanding of the importance of confidentiality and proven discretion in the handling of sensitive matters.
3. Demonstrated high level computer / keyboard skills with a sound expertise and knowledge of Microsoft Office suite products, including Outlook, PowerPoint, word processing, spreadsheets and other applications where appropriate.
4. Ability to identify and seek information and resources required for others to work effectively, ensuring practical needs are met and able to solve work process problems.
5. Experience and understanding of end-to-end recruitment processes to provide appropriate support in this area.
6. Ability to think strategically and provide strategies that have a positive impact on the organisation with respect to workforce planning and resourcing.

#### **Personal Qualities, Knowledge and Skills**

7. A personal approach which is enthusiastic positive, friendly, helpful, and empathic and the ability to confidently convey ideas and information in a clear and concise way
8. Excellent interpersonal, verbal and written skills with the ability to work confidently and courteously with people at all levels.
9. Excellent organisational skills with the ability to develop, improve and maintain office systems and processes, including the ability to prioritise work to meet multiple and strict deadlines.
10. Demonstrated experience in positively contributing to a workplace where change has occurred, including the ability to operate in an environment of change and continuous improvement
11. Demonstrated experience analysing data with the ability to produce a variety of reports outlining key findings and provide recommendations.
12. Ability to work collaboratively in a small team environment and actively builds interpersonal relationships with key stakeholders.

## 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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.*