

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	Administrative 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 staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none">• 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

Reporting to the Director Medical Workforce Unit (DMWU) the position provides high level administrative support to the Medical Workforce Team with a particular focus on assisting with the administrative functions associated with medical workforce recruitment, coordination, and maintenance.

Exceptional interpersonal and telephone skills are essential. The position requires a pro-active, highly organised and responsible person with strong attention to detail. Excellent computer skills are required for word processing, database maintenance and spreadsheet responsibilities.

The incumbent will undertake the role in a manner that demonstrates commitment to the positive leadership behaviours of Bendigo Health, to the principles of working together and to the Bendigo Health Vision, Purpose and Values.

Responsibilities and Accountabilities

Key Responsibilities

Support Duties

- Manage the administrative functions of the HMO Support Unit Office including the HMO Support Unit email inbox, telephone calls, filing, and maintenance of appointments for the team as required.
- Develop, maintain and continuously improve office procedures, filing systems and databases in line with the requirements of the Director MWU.
- Prepare reports, presentations and other documents as requested. This includes monthly reports and statistics relating to the key performance indicators relating to the Junior Medical Workforce.
- Attend to correspondence and diary management for the Director MWU as required.
- Assist with department projects and where requested divisional projects to ensure optimal outcomes as required.
- Preparation and distribution of correspondence and documents associated with the functioning of the Unit as requested.
- Maintain information on the Bendigo Health Intranet related to the Medical Workforce Unit functions.
- Coordinate team/departmental meetings and other organisational meetings including preparing agendas, taking minutes, collating and distributing papers and associated reports on a timely basis and monitoring attendance.
- Provide general office management including incoming/outgoing mail on a daily basis for the Medical Workforce Unit and other junior medical staff.
- Responsible for completing letters and other correspondence as required by Junior Doctors i.e. completion of Statements of Service and Confirmation of Employment letters for evidence of employment and completed rotations for College/Training Program and Government Requirements
- Respond to and direct all visitors to the Medical Workforce Unit.
- Responsible for the HMO Lounge and Study Room to ensure all mail is correctly placed in JMOs pigeon holes, restock of all supplies (printer paper, tea, coffee, forms etc.), monitoring equipment and raising requests if there are any issues (e.g. ICT or Spotless) as well as maintaining general tidiness.
- Participation in coordinating the process of invoicing to ensure receipt, approval and processing in a timely manner including entry into payment system and the preparation of reports.

- Provide ad hoc support to Director MWU and other staff in the unit as required.

Recruitment, Resourcing & Rostering

- Contribute to the completion of recruitment tasks in liaison with the Coordinators, Director MWU, Consultants and Clinical Unit Heads.
- Contribute to the coordination of the annual Medical Careers Expo and other promotional activities/events as required. This may involve organising catering, hire of facilities and equipment and assistance with general running of the event on the day.
- Responsible for ensuring all departing doctors' termination and/or departure paperwork is completed correctly and signed off appropriately in a timely manner.
- Assist with entering in Time & Attendance schedules, monitoring timecards for accuracy and liaising with Junior Doctors to ensure their Time & Attendance system (KRONOS) is up to date and reflective of hours worked.
- Assist with the completion of onboarding of all new Junior Medical Staff throughout the year including maintenance of databases, ICT access requests and distribution of information as appropriate and required.

Education & Training

- Assist in the coordination and delivery of orientation and education activities for junior medical staff.

Quality & Safety

- Work collaboratively with colleagues to meet NSQHS, National Framework for Prevocational Medical Training (NFPMT) and Postgraduate Medical Council of Victoria (PMCV) accreditation requirements.
- Contributing to and gathering data for Accreditation Audits and Specialist Colleges as requested. This may also involve the coordination of site visits as needed.
- Consult with PMCV as required to meet accreditation requirements.

General

- Work in consultation with the Director MWU and other key stakeholders including, the Office of the Chief Medical Officer, People and Culture (P&C), Business Director and clinical staff to ensure consistency in processes and outcomes relating to junior doctor matters.
- Participate in planning of the junior medical workforce including consideration of the medical education program and actively supporting succession planning for the MWU team and medical workforce.
- Participate in committee meetings as required including HMO Committee.
- Other duties as directed by the Director MWU.

Key Selection Criteria

Essential

1. Certificate in Business Administration and/or other related discipline or a related field and/or demonstrated experience in a similar role preferably in a Health Care setting
2. High level of attention to detail to ensure accuracy and ability to provide information in a way that is easy to comprehend and user friendly
3. Demonstrated commitment to customer service and ability to respond to a wide range of complex enquiries and determine the appropriate response.
4. Sound working knowledge of Microsoft Office applications at an advanced level.
5. Well-developed understanding of confidentiality and privacy principles and flexibility to operate in an environment of change and continuous improvement
6. 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.
7. Excellent interpersonal, communication (verbal and written) skills with the ability to work confidently and courteously with people at all levels.
8. Ability to effectively work autonomously with minimal supervision and as part of a team.

Desirable

9. Previous experience in public health or in a health environment.
10. Experience working within a Medical Workforce unit and experience responding to medical workforce related enquiries is highly desirable.

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.