

Position Description

Position Title	Director Medical Workforce Unit
Position Number	30027840
Division	People & Culture
Department	Medical Workforce Support
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025.
Classification Description	Grade 7
Classification Code	HS7
Reports to	Chief People Officer
Management Level	Tier 2 - Director Operations Managers
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

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

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The People & Culture Division

The People and Culture Division supports managers, staff and volunteers working at Bendigo Health through a range of services including workforce planning, resourcing strategies, employee relations, industrial relations, learning and development and workplace health and safety.

The staff in the Division of People and Culture provide support and advice in line with our strategic goals and objectives of empowering our people and providing a positive work environment for staff and volunteers where they feel valued, safe and supported to work together in delivering excellent care and services.

The Medical Workforce Unit

The Medical Workforce Unit is responsible for providing strategic and operational services which support the medical workforce needs of Bendigo Health in collaboration with the Chief Medical Officer.

Specifically, the team provides management support to Divisional Chiefs, Directors and Clinical Directors in the recruitment of all medical staff and in ongoing employment and rostering management of medical staff across Bendigo Health and its outlying services.

The Position

The Director Medical Workforce Unit reports to the Chief People Officer and works directly with the People & Culture leadership team, as well as other key stakeholders across Bendigo Health, to lead the operational performance of the Medical Workforce Unit. The role delivers a high level of expertise to provide vision, planning, development and input on various organisational processes and systems related to the management of our medical workforce (Junior and Senior) to ensure organisational and legislative requirements are met.

The Director provides leadership and management to the Medical Workforce Unit team; the role will lead and co-ordinate the day to day operations associated with the medical workforce activities across the organisation with a priority focus on stakeholder collaboration and achievement of customer satisfaction. This role manages the relationships with the shared services to promote the delivery of accurate, efficient and compliant processes to support workforce management, development and resourcing.

Responsibilities and Accountabilities

Key Responsibilities

Medical Workforce Recruitment and Employment

- In conjunction with the Chief Medical Officer/or delegate and Chief People Officer develop strategic recruitment objectives to meet the workforce capacity requirements of our medical stakeholders.

- Operationally manage all aspects of the employment of both senior and junior medical staff and work with the members of the Workforce Planning and Resourcing team and Payroll team to ensure the timely administration of variations and contracts relating to the employment of Senior Medical Staff (SMS) and Junior Medical Officers (JMO).
- Review and make recommendations for an improved recruitment program for Interns, Hospital Medical Officers (HMOs) and Registrars that are in alignment with organisational recruitment and selection processes and the Post Graduate Medical Council of Victoria (PMCV) requirements.
- Ensure that frameworks and processes are in place to appropriately induct and orientate JMOs into the organisation in accordance with Australian Medical Council (AMC) and PMCV requirements.
- Develop, implement and maintain a robust induction/orientation program for medical staff relocating to Bendigo and assist where appropriate to identify schools, childcare and other services required when medical staff relocate to Bendigo.
- Analyse workforce data to ensure the provision of professional support and advice to medical stakeholders on workforce and capacity issues. This includes monitoring vacancy rates, casual, overtime and locum usage to ensure appropriately experienced, qualified and skilled medical staff are employed at Bendigo Health.
- Provide high level advice, analysis and reports, on employee relations matters including Enterprise Agreement (EA) implementation and interpretation and advice for senior and junior medical staff.
- Prepare and submit written submissions for funding opportunities in conjunction with the Chief Medical Officer (CMO), Chief People Officer and/or other key stakeholders.
- Participate in promotional events to enhance recruitment and retention opportunities for Bendigo Health.
- In conjunction with the Director of Workforce Planning and Resourcing, participate in strategic recruitment and workforce projects.

Workforce Management

- Operationally manage the coordination of rostering, attendance, leave approvals and backfill of leave of Junior Medical Officers.
- Oversee the coordination of the development and publishing of rosters for JMOs in accordance with Enterprise Agreement requirements.
- Initiate and monitor strategies to effectively manage leave allocation, leave cover and absenteeism.
- Work with other key stakeholders to manage medical staff attendance including authorisation of Kronos (time and attendance), Fee For Service (FFS) payments and applications for leave, and preparation of weekly bulletins.
- Ensure all information regarding the contract and roster commitments of JMOs is clear, current and accessible and meets the needs of each department's business rules.

Education & Training

- Work with key stakeholder and the Medical Education Unit to participate in the redevelopment of a robust and compliant medical education program for JMOs, with the aim to incorporate education programs for Interns, HMOs and Registrars across Bendigo Health in a centralised program.
- Oversee processing of Continuing Medical Education claims for Senior Medical Staff.

Registration, Credentialing & Scope of Practice

- In conjunction with the Chief Medical Officer, ensure the organisation meets regulatory requirements for the Registration, Credentialing and Scope of Practice of Medical Staff as required.

Financial Management

- Continually work to maximise the most effective mix of workforce in terms of permanent, casual and overtime use in consultation with the Chief Medical Officer, Chief Operations Officer, Business Directors and Chief People Officer.
- Work with Divisional Chiefs, Clinical Directors, Business Directors and others as relevant in preparing budgets, business plans and developing workforce management strategies that align with same.
- Assist with the acquittal of funds from funding bodies and training entities as required.

Other responsibilities

- Effectively manage the functions of the Medical Workforce Unit to ensure high quality service is provided to all customers.
- Represent Bendigo Health on the PMCV Health Service and Practice Advisory Subcommittee, HMO Managers Committee and other relevant committees both internally and externally to Bendigo Health.
- Participate in promotional events to enhance recruitment opportunities for Bendigo Health.
- Participate in the on-call roster duties as required.
- Participate in any other projects, as reasonably required, by the CMO and Chief People Officer.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. A tertiary qualification in Human Resources / Health Services / Business Management or a related field.
2. Demonstrated ability to lead a team in the provision of the full range of Workforce services preferably in a medical workforce context.
3. Demonstrated experience working in a health care setting preferably with experience working in a medical workforce environment.
4. Demonstrated ability to develop and maintain effective business and professional relationships with key stakeholders.
5. Possess strong influencing and negotiation skills with the ability to produce quality outcomes to contribute to the Bendigo Health strategic objectives.
6. Demonstrated ability to identify process improvements and implement effective solutions, which deliver improvements to customer experience.
7. Demonstrated ability to interpret and apply Awards/Enterprise Agreements and provide high level advice to staff and managers.
8. Proven ability to effectively manage time and resources to meet timelines with competing priorities.
9. Well-developed conceptual, research and analytical skills and an ability to prepare a range of reports and correspondence.
10. Ability to give excellent customer service to both internal and external customers
11. Experience using a broad range of systems including HRIS, Rostering Systems and SAP.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

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.