

Position Description

Position Title	Hospital Medical Officer (HMO) Coordinator
Position Number	30101824
Division	People & Culture
Department	Medical Workforce Support
Team	Medical Workforce Unit
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025.
Classification Description	Manager and Administrative Workers Grade 4
Classification Code	HS4
Reports to	Director Medical Workforce Unit
Management Level	Non Management
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. Payroll and salary packaging also report into this division, providing seamless service for staff from on-boarding and contract development to applying contracts and ensuring staff get the right remuneration.

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 Team

The Medical Workforce Support Team is responsible for providing strategic and operational services which support the medical workforce needs of Bendigo Health in collaboration with the Office of the Chief Medical Officer. Specifically, the team provides management support to Chiefs, Clinical Directors, and Clinical Unit Heads 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 HMO Coordinator assists in managing the operational requirements relating to Junior Medical Staff. Reporting to the Director Medical Workforce Unit the position includes duties such as recruitment, rostering, leave management, and review of payroll/attendance records of Junior Medical Staff.

The HMO Coordinator works collaboratively with the Office of the Chief Medical Officer, Clinical Unit Heads and Clinical Directors to ensure Junior Medical Staff are employed and paid appropriately at Bendigo Health.

This will also involve working collaboratively with other internal stakeholders to assist with processes around recruitment, agreement interpretation and onboarding for Junior Medical Staff.

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

Rostering and Resourcing

- In consultation with key stakeholders prepare Junior Medical staff rosters and templates and distribute to all medical staff enabling appropriate clinical resourcing and coverage across all

areas is sustained, ensuring compliance with safe working hours, EBA requirements and accreditation standards. This includes using best endeavours to find replacement of rostered junior medical staff at short notice in situations such as sick leave and/or other circumstances.

- Coordinate all leave requirements of the Junior Medical staff workforce including developing and maintaining the leave planner to ensure appropriate resources are in place to deliver critical care.
- Participation in a weekly after-hours oncall roster to provide assistance in the service coverage of the junior medical workforce.
- Administer the Time and Attendance system to ensure that Junior Medical staff leave, contracted hours and overtime are recorded and paid each fortnight.
- Assist in facilitating the on boarding, induction and orientation of the Junior Medical staff including the coordination of rotational doctors to and from other health services.
- Providesupportandassistance to Junior Medical staff in difficulty in line with Bendigo Health processes and refer them to the appropriate services were needed.
- Develop and maintain effective relationships with parent and rotational health services including attending site visits and complying with and reviewing secondment agreements and memorandums of understanding (MOUs) to ensure resourcing of relevant clinical services.

Recruitment & Selection

- Assist with and participate in the annual Careers Events and other recruitment promotional activities as required in conjunction with the Workforce Planning and Resourcing team.
- In conjunction with People & Culture, participate in the recruitment process for the Junior Medical staff workforce on an annual basis and as vacancies or new developments occur during each year.

Education and Training

- Understanding of the assessment processes for JMOs and the role of the Medical Education Unit Team in relation to the National Framework for Prevocational Medical Training (NFPMT) - training and assessment requirements to contribute to each JMO receives a fair and equal assessment to their peers.
- Support and encourage JMO education attendance for both protected teaching time and external educational opportunities through rostering practices and in collaboration the Medical Education Unit.
- Work collaboratively with the Medical Education Unit to ensure that Junior Medical Staff meet their outcome statements in a timely manner.
- Understand the level of expectation, responsibility & entrustability of PGY1 and PGY2 doctors.
- An understanding of the Medical supervision requirements in line with Bendigo Health Medical Supervision policy and the NFPMT for training and assessment and training environment.

Quality & Safety

- Work collaboratively with colleagues to meet NSQHS, relevant College and PMCV accreditation requirements.
- Assist in completing pre-visit or progress reports and gathering evidence related to junior medical workforce requirements.
- Complete term accreditation applications and report back to PMCV on changes made to existing positions in conjunction with the Director Medical Workforce Unit and team.
- Consult with PMCV as required to meet accreditation requirements.
- Assist in monitoring, completion and submission of AHPRA Registration paperwork as required to ensure compliance.

General

- Work in consultation with the Director Medical Workforce Unit 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 Medical staff 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 the review and development of the annual MWU budgets as required.
- Prepare and develop ongoing and in some cases adhoc reporting and analysis to ensure the effective operation of services with respect to junior medical staff.
- Participate in committee meetings as required.
- Assist in developing and maintaining HMO Support systems and processes.

Other

- Participate in processes with the Office of the Chief Medical Officer (CMO), Clinical Directors and other stakeholders in the development of workforce and succession plans for Junior Medical Staff.
- Participate in projects under the direction of the Director Medical Workforce Unit, DCMO and Chief People Officer.
- Other duties as directed by the Director Medical Workforce Unit.

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

Qualifications/ Certificates

- A tertiary qualification in Human Resources/Health Services/Business Management or a related field and/or demonstrated experience in a similar role preferably in a Health Care setting

Specialist Expertise

- Demonstrated experience in providing high level customer service to senior staff with a sound understanding of the importance of confidentiality and proven discretion in the handling of sensitive matters.
- Demonstrated high level computer with a sound expertise and knowledge of Microsoft Office suite products, including Outlook, word processing, Excel and other applications where

appropriate.

- 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.
- Ability to accurately estimate resource requirements for particular tasks i.e. preparation of rosters and roster maintenance.
- Ability to participate in a weekly on-call roster to help ensure the service coverage of the HMO workforce is maintained.

Personal Qualities, Knowledge and Skills

- Excellent interpersonal, verbal and written skills with the ability to work confidently and courteously with people at all levels.
- Demonstrated well developed problem solving skills including the use of analytic thinking and initiative.
- Well established organisational and time management skills with the ability to respond quickly and efficiently to demands, successfully manage competing priorities, maintain attention to detail and meet deadlines
- 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
- Confidently conveys ideas and information in a clear and concise way
- Ability to work collaboratively in a small team environment and actively builds interpersonal relationships with key stakeholders.

Desirable

- Previous experience working with all levels of medical staff and/or experience working in a public health organisation.
- Committed to personal and professional development of self and others

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

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.