

Position Description

Position Title	Medical Administration Registrar
Position Number	30011012
Division	Clinical Governance
Department	Office of the Chief Medical Officer
Enterprise Agreement	Doctors In Training (Victorian Public Health Sector) (AMA VICTORIA/ASMOF) (Single Interest Employers) Enterprise Agreement 2022-2026
Classification Description	Registrar Year 1 - Year 6 and thereafter; Relevant to year of experience
Classification Code	HM25 – HM30; Relevant to year of experience
Reports to	Chief Medical Officer
Training Supervisor	Chief Medical Officer
Management Level	Management Trainee
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • 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](#)

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

The Medical Administration Registrar position is an accredited Royal Australasian College of Medical Administrators (RACMA) training position on the standard pathway for training in the speciality of Medical Administration. The Registrar will work under the direction of the Executive Director Medical Services and the Regional Chief Medical Officer to facilitate the development and implementation of robust medical administrative systems at Bendigo Health and within the Loddon Mallee Health Network, and develop expertise in matters relating to medical administration. This is a busy Registrar position in a large regional health organisation that offers training in a broad spectrum of medical administration tasks and duties within Bendigo Health and regionally. It is a requirement that the candidate is enrolled in an appropriate Master's Program. Support will be provided to meet your training requirements and a number of opportunities will be made available to the Registrar.

Responsibilities and Accountabilities

Key Responsibilities

Leadership and management

Readiness to take direction and willingness to learn from nominated supervisors and senior members of the team.

The registrar will be expected to carry out a range of management, administrative and leadership tasks independently and semi independently including information gathering, synthesis, analysis and various human resource functions as delegated.

Operational Responsibilities

Clinical Governance

- Participate in the delivery of a comprehensive clinical governance/quality improvement program including clinical audit, risk management, and accreditation- related activities.
- Assist with patient complaints, incident management (including SAPSEs, IDCRs and RCAs) and medico-legal requests.
- Development and review of clinical policy and procedures.
- Active participation in safety and quality improvement activities, on a multi-disciplinary basis.
- Foster constructive relationships with key partners including regional health services, medical staff and local government partners.
- Undertake analysis of incidents to inform the organisational risk management and quality improvement programs.
- Participate in mortality reviews.
- Support the implementation of ACS&QHC National Standards compliance program.
- Support the review and introduction of new technologies and clinical practices across the organisation.

Operational and administrative

- Participate in and/or chair hospital-wide committees as requested.
- Facilitate Medical Services compliance with the legal and statutory requirements, By-Laws and HR policies on employment practices and performance management.
- Participate in management of recruitment and credentialing.
- Participate in the strategic planning process, and the development and implementation of operational plans.
- Assist with management of our junior medical workforce, including with recruitment, on-boarding, accreditation and financial tasks.

Education and research

- Participate in Bendigo Health's Research Governance framework.
- Provide support to staff to improve understanding of relevant policy requirements relating to incident and risk management across Bendigo Health.
- Contribute to the achievement of professional expertise for self and direct reports through:
 - Maintenance of personal professional development/continuing education.
 - Personal application of the Bendigo Health management performance framework.
 - Identifying, encouraging and monitoring the continuing development of others within a learning culture.
 - Adherence to the Bendigo Health codes of professional conduct, code of ethics, standards of practice and competencies, Values and Vision

Safety and Quality

It is the responsibility of all staff at Bendigo Health to ensure that they provide safe high-quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Bendigo Health policies and protocols by all staff.

Key Selection Criteria

Essential

1. AHPRA-Registered Medical Practitioner
2. A minimum of 3 years clinical experience
3. Enrolled/ Intend to enrol as a candidate of the Royal Australasian College of Medical Administrators (RACMA)

Desirable

4. Work with others to create individual growth and development in line with organisational needs.
5. Planning & Organisation – Demonstrates ability to prioritise work assigned, manages workflow and completes assignments on a timely basis.
6. Problem solving and decision making – Demonstrates ability to assess situations, consider possible solutions, make and communicate decisions and take the appropriate action.
7. Expertise in basic Microsoft applications.
8. Communication Skills – Ability to communicate effectively in a range of media including verbal, formal, written and electronic.

9. Innovation and Change – Takes risks in challenging assumptions, generating and implementing imaginative solutions that transform the status quo. Is proactive in dealing with change by managing potential conflict, supporting the team and monitoring progress

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.