

Position Description

Position Title	Senior Medical Workforce Support Coordinator
Position Number	30008492
Division	People & Culture
Department	Medical Workforce Support
Team	Medical Workforce Unit
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	Manager and Administrative Workers Grade 3
Classification Code	HS3
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 778 bed service that treats more than 57,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,700 new born babies in a year. In addition more than 17,000 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 Unit (MWU) Team is responsible for providing strategic and operational services which support the medical workforce needs of Bendigo Health Care Group in collaboration with the Office of Chief Medical Officer (CMO). Specifically the team provides management support to Executive Directors, 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

Reporting to the Director Medical Workforce Unit (DMWU) the position provides project and administrative support to the Senior Medical Workforce Team with a particular focus on assisting with the improvement and development of functions associated with senior medical workforce recruitment, coordination and maintenance.

Exceptional interpersonal skills are essential and the position requires a pro-active, 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

- Contribute to the completion of recruitment tasks in liaison with the Senior Medical Workforce Liaison Officer (SMWLO), Director MWU, Consultants and Clinical Unit Heads. This includes overseeing Success Factors recruitment requests, scheduling interviews and arranging paperwork.
- Assisting the SMWLO in liaising with the Workforce Planning and Resourcing Team to ensure all contract requests are completed in the recruitment system, as well as monitoring and following up any outstanding paperwork.

- In consultation with the Clinical Unit Heads, Clinical Directors and the SMWLO update position descriptions for Medical Staff positions as and when required.
- Contribute to the coordination of 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.
- Assist in coordinating, monitoring and completing the recruitment of Locum Doctors as required.
- Assist in completing onboarding processes as required for medical staff in collaboration with the SMS Support Unit Team.
- Coordination and submission of expense reimbursements for senior medical staff where required.
- Assist with the centralised leave management process by recording and updating of leave applications for Senior Medical Staff as required and in collaboration with the Clinical Unit Heads, Clinical Directors and Chief Medical Officer (CMO).

Quality & Safety

- Work collaboratively with colleagues to meet NSQHS and other accreditation requirements.
- Assist with the implementation and application of Enterprise Bargaining requirements and changes when required.
- Responsible for in consultation with the SMWLO and DMWU for facilitating, completing and submitting Australian Health Practitioner Regulation Agency (AHPRA) registration requirements, performance reports and applications including maintaining the registration database to ensure compliance with ongoing requirements.

Project coordination

- Participate in planning of the medical workforce including consideration of the strategic and clinical services plans and actively supporting succession planning for the MWU team and medical workforce.
- Participate in projects under the direction of the DMWU, CMO and Chief People Officer.
- Coordinate and implement in conjunction with SMWLO and DMWU all aspects of movement processes and project plans including scheduling, estimating, tracking and reporting against project activities in consultation with key stakeholders of the project.
- Assist in the coordinating key stakeholder consultation, meetings and appointments.
- Assist in developing and maintaining quality project reports and documentation.
- Liaise with other Bendigo Health teams to ensure consistency in processes and outcomes relating to the coordination and delivery of projects for medical staff.
- Assist in the development and completion of applications for funding relevant to the medical workforce.
- Coordinate surveys and data gathering related to aspects of the medical workforce and provide information to relevant stakeholders.

Orientation

- Assist with the development, implementation and coordination of the orientation and standardised induction process for newly appointed Senior Medical Staff including Orientation to Business of Bendigo Health, Craft group and clinical leadership team.
- Provide information on external services for doctors relocating to Bendigo e.g. childcare, schools, community groups, housing etc.

General

- Develop, maintain and continuously improve office procedures, filing systems and databases in line with the requirements of the DMWU.

- Assist in preparing reports, presentations and other documents as requested. This includes monthly reports and statistics relating to key performance indicators of the medical workforce.
- Participation in approval process of invoicing to ensure processing and in a timely manner including the preparation of reports.
- Provide ad hoc support to DMWU, SWMLO and other staff in the unit as required.
- Preparation and distribution of correspondence and documents associated with the function of the unit as requested.
- 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 senior doctor matters.
- Participate in departmental and committee meetings as required.
- Other duties as directed by the Director MWU.

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

- Diploma 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 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 / keyboard skills with a sound expertise and knowledge of Microsoft Office suite products, including Outlook, Teams, PowerPoint, word processing, spreadsheets 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.
- Experience and understanding of end to end recruitment processes to provide appropriate support in this area.
- 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

- A personal approach which is enthusiastic positive, friendly, helpful, and empathic
- Excellent interpersonal, verbal and written skills with the ability to work confidently and courteously with people at all levels.
- 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.
- 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
- Demonstrated experience analysing data with the ability to produce a variety of reports

outlining key findings and provide recommendations.

- Confidently conveys ideas and information in a clear and concise way
- Proven ability to obtain co-operation and assistance of key stakeholders when working towards achievement of set objectives
- Ability to work collaboratively in a small team environment and actively builds interpersonal relationships with key stakeholders.

Desirable

- 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
- Previous experience working in public health or in health environment.

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.