

Eastern Health

POSITION DESCRIPTION

Position Title:	Co-ordinator, Medical Workforce Unit
Award Classification:	HS3
Award / Agreement Name:	Victorian Public Health Sector (Health & Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025
Position Reports to:	Manager – Senior Medical Workforce Unit or delegate

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs. *'Being part of Eastern Health is being part of a welcoming team of healthcare experts'* is achieved through Eastern Health's strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

The purpose of this role is to undertake the operational administrative function of all Senior Medical Staff (SMS) at Eastern Health. This includes, but is not limited to, recruitment, credentialing, contracting and onboarding activities across Eastern Health within the Senior Medical Workforce Unit (SMWU). Working closely with other departments, this role requires a high degree of attention to detail, skill and communication.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

To work cooperatively within and outside of the SMWU to create a culture of good “customer service” towards the whole of the Eastern Health workforce, including the medical staff, and to internal and external customers.

In partnership with the Clinical Director, to undertake the activities related to managing SMS across Eastern Health

Specific Responsibilities:

- Assist with recruitment of SMS to Eastern Health.
- Maintenance of SMS credentialing and Scope of Clinical Practice utilising Cgov.
- Processing appointments, contracts and information management.
- Actively contribute to developing, implementing and continuous improvement of systems and processes across Eastern Health to support SMS management activities.
- Facilitate Credentialing and Medical Appointment Committee meetings and corresponding candidate interviews as required.
- Ensure all SMS are appropriately credentialed and appointed according to the Eastern Health Credentialing and Appointment policy.
- Ensure all SMS are contracted appropriately according to the Medical Workforce Unit contracting manual and direction of the Chief Medical Officer.
- Ensure all SMS have current professional registration with the Australian Health Professionals Registration Agency and if limitations are in place that these are known and acted upon.
- Ensure all SMS have a Police and / or Working with Children check consistent with the requirements as set out in the Eastern Health policy.
- Ensure SMS who are employed under a visa that they have all the necessary visa requirements and current Medical Indemnity insurance.
- Ensure all SMS are successfully onboarded in a timely manner to Eastern Health.
- Managing work schedules and checking with rostering systems to ensure contracts are correct.
- Maintain accuracy and currency of SMS in the SAP database.
- Maintain the SMS work schedules as required.
- Process variations and cessations as required through online systems.
- Support Clinical Directors to ensure all SMS are accurately costed in their appropriate cost centres.

Other Responsibilities:

- Cover and support the activities of other members of the MWU as required.
- Additional projects as identified from time to time.
- Participate in MWU team meetings and maintain constructive and effective communication with other staff.
- Share the responsibility of taking minutes and preparing agendas for the MWU staff meetings.
- Liaise with Clinical and Non-Clinical areas as required to ensure effective working relationships are developed and maintained.
- Represent the MWU and complete ad hoc tasks across all campuses at Eastern Health from time to time.

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination

against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Drive for results with demonstrated ability to meet targets and timelines
- Strong attention to detail
- Demonstrated ability to juggle multiple tasks and issues simultaneously
- Excellent customer service skills
- Strong negotiation skills
- Strong work ethic
- Demonstrated ability to successfully work independently, within a team and across teams
- Highly developed communication skills – written and verbal
- Initiative
- Demonstrated ability to manage difficult issues in a calm and considered manner.
- High level computer literacy (proficient with Microsoft Word and Excel)
- Strong numeracy skills
- Results focused with demonstrated ability to meet targets and timelines
- Current Drivers Licence.

Desirable

- Experience in a complex, multi-site, 24 hour – 7 day per week organisation
- Proven experience in managing rosters
- Previous experience in or demonstrated understanding of the Healthcare Industry.
- Demonstrated understanding of Human Resource practices, policies, procedures and methodologies.
- Demonstrated understanding of Industrial Awards and agreements
- Experience in production of employment contracts for Senior Staff
- Experience in the on boarding of Senior Medical Staff.

Key Capabilities and Attributes

- Exemplifies the Eastern Health values
- Effective communication including motivation, negotiation and conflict resolution skills
- Develops self and others
- Optimism and positivity
- Resilience and self-care

- Adaptability and continuous improvement focus
- Demonstrated understanding of organisational change concepts and practices

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au