

Eastern Health

POSITION DESCRIPTION

Position Title:	Operations Coordinator- Doctors in Training (DIT)
Award Classification:	HS3
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Service, Managers and Administrative Officers) Multiple Enterprise Agreement
Position Reports to:	Operations Lead – Doctors in Training

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.



1. POSITION PURPOSE

The position is essential for the day to day management of our large cohort of Doctors in Training (DIT) at Eastern Health (EH). This includes operational requirements to ensure the effective and efficient deployment of medical workforce as managed by the Medical Workforce Unit (MWU). The position involves participating in the multifaceted roster planning that is responsive to the specific DIT training requirements, while ensuring employment conditions and overall organisational service provision are met. This role must also support the overall Operations Team priorities with delivering on the day to day management responsibilities of the operations program for leave replacement and related rostering and payroll practices.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

To work collaboratively within and outside of the MWU to create a culture of service provision towards the senior and junior medical workforce of Eastern Health.

To be a skilled and integral team member in MWU that supports the workflows and tight deadlines that ensures that a responsive medical workforce is available across at EH.

To be accountable for an allocated roster portfolio that may be across one or two clinical areas, while also participating in any relevant professional development or business and quality improvements as part of the MWU.

Specific Responsibilities

The following specific responsibilities are essential to the overall function of the MWU and the success of the Operations Teams and the various projects and programs that require MWU input.

- Manage the planning requirements and daily rostering for all DIT rosters as allocated in the roster portfolio
 - Liaise with relevant clinical units regarding roster preparation
 - Ensure all rosters are compliant with relevant industrial agreements and principles for safe working hours
 - Facilitate requests for preferences and roster changes
 - Ensure roster schedules and posting requirements are adhered to
 - Ensure relevant online rosters are accurate and changes updated in a timely manner
- Liaise with the Operations Team Lead in relation to the master 52 week rosters, yearly rotations and ensure changes are ratified in consultation with relevant Supervisors of Training
- Ensure all relevant service, services and medical staff are informed of rotation/roster information in agreed timeframes and rotational roster changes are communicated in a timely manner
- Process timesheets in Roster On for all DIT in this portfolio within required timeframes
- Monitor compliance matters for credentialing and compliance of DIT in relation to the EBA safe workhours, APRRA alerts, Fit2Work and Working with children checks expiry dates
- Notify variation information to Recruitment Team and Compliance Coordinators for changes in PD, classifications and terminations
- Respond to and effectively manage issues and queries (such as sick leave, payroll queries, rotation letters) pertaining to DIT
- Participate in a 7-day a week, EH After hours/On Call (telephone) roster for DIT sick leave management
- Assist in the development of leave and rostering policies and procedures
- Support the recruitment and selection process for DIT where required
- Liaise with the Medical Education Officers (MEO) regarding DIT orientation and training needs
- Work collaboratively with the Basic Physician Training Program (BPT) Coordinators, in conjunction with the Director of Physician Training (DPT, to plan and finalise the yearly rotations for all the BPT's, as well as plan the coverage for the Advanced Trainees.
- Work collaboratively with the mental Health and Wellbeing Program (MHWP) Coordinator, in conjunction with providing support for any day to day cover requirements for the program.

Other Responsibilities:

The following other responsibilities are integral to the MWU and the success of the Operations Team and their various projects and programs.

- Maintain constructive and effective communication with staff
- Attend and contribute to the Operations Team daily huddle
- Participate in MWU team meetings
- Share the responsibility of taking minutes & preparing agendas for the MWU staff meetings
- Provide cover and support the activities of other members within the MWU on request

- Assist to update the medical workforce staff databases on Cgov when required
- Contribute to maintaining the accuracy and currency of the DIT employee information
- Liaise with clinical and non-clinical areas as required to ensure effective working relationships are developed and maintained
- Lead a specific improvement portfolio with set objectives when requested
- Represent the MWU Operations Team and complete ad hoc tasks across all campuses at Eastern Health from time to time
- Participate in additional projects as required
- Demonstrated personal commitment to the Eastern Health values

3. SAFE PRACTICE AND ENVIRONMENT

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 endeavor 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 centred 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 behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

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. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Results Area / Key Performance Indicators

10. 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.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing 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

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

Highly Regarded

- Experience in a complex, multi-site, 24 hour, 7 day per week organisation
- Previous experience in or demonstrated understanding of the healthcare industry
- Proven experience in the preparation and management of rosters and electronic roster systems
- Demonstrated understanding of Human Resource practices, policies, procedures and methodologies
- Experience in the production of employment contracts
- Demonstrated understanding of Industrial Awards and Agreements
- Experience in the credentialing and on-boarding of medical staff

Desirable

- Current driver license
- Tertiary qualification in either leadership and management or human resources

ATTACHMENT 2

KEY RESULT AREA /KEY PERFORMANCE INDICATORS

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Key Result Areas /Key Performance Indicators

- All DIT personnel files are accurately maintained
- Details of all medical staff are accurately maintained on the DIT or database (cGov)
- All rosters are prepared and distributed and where changes are required, are communicated to all relevant parties in a timely manner
- All DIT rosters are prepared and posted within award requirements
- All DIT timesheets and Roster On processes are checked, coded and processed within required timeframes
- Compliance monitoring and information is managed and updated
- Completion Eastern Health iLearn courses allocated to you in a timely manner
- Annual performance reviews with the Operations Team Lead

Core Competencies

General

1. Adaptability
2. Collaborating Teamwork
3. Decision Making
4. Initiating Action
5. Planning and Organisation
6. Resolving Conflict

Coordinator

1. Communication
2. Culture of Trust
3. Empowerment and Delegation
4. Continuous Improvement
5. Performance Feedback
6. Coaching

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. 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