



**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
every day.**

**Join The Royal
Melbourne Hospital**



Position Description

**Medical Workforce Co-ordinator -
Senior Medical**





About The Royal Melbourne Hospital

As one of Victoria's largest public health services, The Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

Our Vision

Advancing health for everyone, every day.

The Melbourne Way

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

Our Priorities

The RMH Strategic Plan: **Towards 2025 Advancing health for everyone, every day** is our plan for the future — one which we are committed to achieving together.

This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



Position Description

Position Title:	Medical Workforce Co-ordinator - Senior Medical
Service:	Clinical Governance & Medical Services
Location:	Medical Workforce & Education Unit, The Royal Melbourne Hospital
Reports To:	Manager senior medical workforce, Director of Medical Workforce & Education
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016–2020
Classification:	HS3
Immunisation Risk Category:	Category C
Date of Review:	March 2021

Position Purpose

The purpose of this role is to undertake all operational administrative functions related to the Senior Medical Staff (SMS) workforce at Melbourne Health and is located in the Medical Workforce & Education Unit (MWU). Fundamental to the role is the timely and accurate credentialing, appointment and reappointment of SMS. The role requires a high degree of skill and attention to detail related to contract administration, database management and communication across the organisation.

Department Description

The Senior Medical Staff team is part of the Medical Workforce and Education Unit. The Unit comprises of both a Junior and Senior Medical Workforce teams and the Medical Education team. The SMS team is responsible for all administrative aspect of SMS recruitment, retention and re-appointment. This includes the required credentialing processes. The SMS team work closely with both the Junior Medical team and Medical Education Team.

Key Accountabilities – Position Specific

- Work closely with the Manager of Senior Medical Staff, other Medical workforce team members
- Under the direction of the Manager- Senior Medical Staff, contribute to the recruitment, retention and re-appointment of SMS medical staff.

Tasks will include:

- a. liaison with internal stakeholders concerning all aspects of recruitment, appointment and reappointment
- b. timely monitoring of recruitment requests
- c. coordination of interview selection panels and associated paperwork
- d. preparation of agenda and minutes for the credentialing and appointments committee
- e. preparation, processing and administration of appointment contracts
- f. Completion of onboarding processes and requirements for new SMS to MH
- g. Answering stakeholders enquiries with regards to SMS related matters



- Process Continuing Medical Education (CME) claims and liaise with the Director Medical Governance and Finance as required
- Address SMS workforce issues as they arise and escalate appropriately
- Maintain the integrity of MWU databases and systems
- Provide a point of contact for all internal stakeholders regarding all SMS employment matters.
- Other duties as directed by the Director- Medical Workforce & Education.

Key Relationships

Internal

- Director Medical Workforce and Education
- Director Medical Services
- Divisional Directors / Heads of Units / Services and senior medical staff
- Executive Director Clinical Governance and Medical Services
- People & Culture
- Payroll

External

- Relevant colleges

Key Selection Criteria

Formal Qualification(s) and Required Registration(s):

Nil

Essential:

- Strong communication skills, verbal and written, including a demonstrated customer-service and problem-solving approach to dealing with colleagues and clients
- Experience in office administration within a complex environment, including diary management and email correspondence with senior staff, database and other electronic system management.
- Ability to demonstrate high levels of skill in the following competencies:
- Attention to detail, methodical approach to work, analytical / critical thinking, accountability, problem solving, collaborative, customer focused
- Self-motivated
- Identify and escalate potential and emerging risks / issues
- Able to work autonomously, within defined scope
- Exceptional time and organisational management
- High level interpersonal and communication skills
- High level IT literacy, including proficiency in the Office suite

Desirable:

- Understanding of the principles of Senior Medical Staff credentialing and employment
- SAP knowledge, including reporting
- Health sector (or other large/complex organisation) experience
- Knowledge of industrial awards and agreements



- Tertiary qualification in a relevant discipline, such as human resources, management or business

Required Capabilities

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals.

Below is a list of capabilities and the attainment level required in this position.

<i>Capability Name</i>	<i>Attainment Level</i>
Organisational savvy	Consolidation
Communicating effectively	Mastery
Building relationships	Mastery
Patient and consumer care	Consolidation
Working safely	Mastery
Utilising resources effectively	Mastery
Innovation, continuous improvement and patient safety	Consolidation
Adaptability and resilience	Consolidation
Integrity and ethics	Mastery
Delivering results	Consolidation
Analysis and judgement	Consolidation
Developing and managing skills and knowledge	Consolidation

Health, Safety and Wellbeing

The RMH aims to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors to The RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with The RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;
- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.



The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in The RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

Clinical Governance Framework

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

Equal Opportunity Employer

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.



Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please PRINT IN CAPITALS)

Date (day/month/year)