

Position Description

Position Title	Senior Medical Workforce (SMW) Support Specialist
Position Number	30028556
Division	People & Culture
Department	Medical Workforce Support
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 5
Classification Code	HS5
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 4,500 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 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 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 Support Department

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

The Senior Medical Workforce Support Specialist reports to the Director Medical Workforce Unit (DMWU) and will build strong working relationships with existing and prospective senior medical staff (SMS) and the Office of the Chief Medical Officer to support workforce solutions and is responsible for the day-to-day management of employment related matters affecting SMS at Bendigo Health. The role works collaboratively with the Chief Medical Officer, Clinical Directors and Clinical Unit Heads to ensure SMS are attracted, recruited and retained at Bendigo Health.

This will also involve working collaboratively with other internal stakeholders to provide information, respond and resolve SMS issues as they arise and assist with processes around recruitment, contract development, credentialing/scope of practice, award/agreement interpretation involving clinical support time (CST) expectation and orientation for Senior Medical Staff.

The incumbent will undertake the role in a manner that demonstrates commitment to the positive leadership behaviours of Bendigo Health, to the principles of working together and to the Bendigo Health Vision, Purpose and Values.

Responsibilities and Accountabilities

Key Responsibilities

Recruitment and Selection

- Work in partnership with the Chief Medical Officer, Clinical Directors and Clinical Unit Heads to support the process for recruitment including position approval requirements, AHPRA paperwork and reviewing Position Descriptions, Key Selection Criteria, and advertising text prior to uploading vacancies to the online recruitment & onboarding system
- Contribute to the development of targeted attraction strategies to increase candidate pools of Senior Medical Staff at Bendigo Health in conjunction with Clinical Directors, CMO and Clinical Operations Officer (COO).
- Assist selection panels with the processes of screening, interviewing and reference checking. This includes interview question development and liaising with recruitment agencies as required
- Work in partnership with the Recruitment Coordinator and the migration agent to communicate VISA related advice as required.
- Support the processing and compliance of SMS medical registrations (AHPRA and respective colleges)
- Oversee the Locum Medical Specialist appointment processes for ad-hoc and scheduled vacancies across all specialities within Bendigo Health. This includes liaising with Medical Locum recruitment companies as required.

Contracting and Onboarding

- In consultation with the People and Culture and Industrial Relations Advisors provide enterprise agreement interpretation and advice to key stakeholder on the appropriate employment arrangements for Senior Medical Staff.
- Work in partnership with Clinical Directors and Clinical Unit Heads to determine and finalise SMS contractual arrangements including variation requests for existing staff and oversee the processing of these requests.
- Work in partnership with the Workforce Planning and Resourcing Team to assist with following up new staff to ensure on-boarding has been completed, this includes pre-employment checks, registration, credentialing and immigration processes.
- Work in collaborations with the Clinical Directors, Medical Remuneration Coordinator and People and Culture Advisor to develop standardized contractual agreements within craft groups and across the organisation.
- Provide information and support to overseas trained doctors to ensure they apply for and receive the appropriate documentation to work in Australia e.g. tax file number etc, and understand Australian entitlements.

Credentialing and Scope of Practice

- Work in partnership with the Credentialing Coordinator to ensure all Senior Medical Staff are credentialed in accordance with Bendigo Health Senior Medical Staff and External Medical Practitioners Credentials and Scope of Practice Policy.

Orientation

- Develop and support the Clinical Unit Heads and Clinical Directors with 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 eg childcare, schools, community groups, housing etc.

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.
- Oversee the coordination of key stakeholder consultation, meetings and appointments.
- oversee the development and maintenance of 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.
- Oversee the development and completion of applications for funding relevant to the medical workforce.
- Oversee the coordination surveys and data gathering related to aspects of the medical workforce and provide information to relevant stakeholders.

Industrial and Employee Relations

- Provide expert generalist HR advice and support to senior medical staff, Clinical Directors, Unit Heads, Business Directors and Chiefs.
- Confidently and efficiently handling SMS enquiries and requests for assistance
- Contribute to the review and development of relevant policies and procedures.

Communications

- Represent Bendigo Health on approved committees and meetings both internally and externally.

Other

- Provide support to the CMO, Clinical Unit Heads, Clinical Directors and other senior medical workforce stakeholders in the development of workforce and succession plans for Senior Medical Staff.
- Participate in projects under the direction of the Director, Medical Workforce Unit, CMO and Chief People Officer.

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

- 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

Specialist Expertise

- Demonstrated ability to develop and maintain effective business relationships with key stakeholders.
- Possess strong influencing and negotiation skills with the ability to produce quality outcomes to contribute to the Bendigo Health strategic objectives.
- Demonstrated ability to interpret and apply Awards/Agreements and provide high level advice to staff and managers.
- Experience using a broad range of systems including HRIS, recruitment systems and SAP and well-developed understanding of confidentiality and privacy principles
- Well-developed conceptual, research and analytical skills and an ability to prepare a range of reports and correspondence with a high level of attention to detail to ensure accuracy
- Demonstrated capacity to adopt project management including the ability to effectively consult with stakeholders, work flexibly within a team, develop clear project plans and manage projects that deliver outcomes within specific quality, cost and time specifications
- 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.

Personal Qualities, Knowledge and Skills

- Demonstrated commitment to customer service and ability to respond to a wide range of complex enquiries and determine the appropriate response.
- Ability to effectively work autonomously with minimal supervision and as part of a team and operate in an environment of change and continuous improvement

Desirable

- Previous experience in public health or in a 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.