

POSITION DESCRIPTION

Position Title:	Team Leader - Junior Medical Staff
Business Unit/Department:	Medical Workforce Unit
Division:	Medical Services
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 5 (HS4 to HS29)
Reports To:	Manager, Junior Medical Staff, Medical Workforce Unit
Date Prepared/Updated:	15 January 2026

Position Purpose

The Team Leader - Junior Medical Staff (JMS) is responsible for the day-to-day leadership, coordination and delivery of safe, accurate and timely rostering and operational workforce services for Junior Medical Staff across Western Health.

The role will have its own portfolio and be embedded within the JMS team and combines hands-on operational responsibility with team leadership. The Team Leader holds direct accountability for the quality, timeliness and accuracy of rosters, daily vacancy replacement, timesheet processing, payroll inputs and operational workforce support.

The role is the first point of escalation for JMS Coordinators and the first point of contact for internal and external stakeholders in relation to JMS rostering and operational matters, including Payroll, clinical units and after-hours services.

The Team Leader plays a critical role in mentoring, coaching and developing staff capability, ensuring consistency of practice, high attention to detail and a strong customer-focused service culture.

Business Unit Overview

The Medical Workforce Unit (MWU) is a dynamic, high-impact team within the Medical Services Division that supports more than 2,000 medical staff across Western Health. The unit provides both strategic direction and hands-on operational expertise in all aspects of medical workforce management, including workforce planning, recruitment and selection, credentialing, contracting, onboarding, rostering, rotation planning, leave management, and pay and timesheet support.

The MWU plays a crucial role in ensuring that Western Health's hospitals are safely staffed and operate efficiently, 24 hours a day, 7 days a week. Team members work closely with hospital leadership, clinical departments and external partners to deliver a consistent, professional and customer-focused service that supports both individual doctors and the broader organisation.

Our Vision

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The unit contributes directly to the future of healthcare delivery in Melbourne's West by enabling a stable, supported and well-managed medical workforce and by providing operational oversight, workforce analytics, governance and continuous improvement across all medical workforce functions.

Key Responsibilities

1. **Rostering, Staffing and Operational Delivery**

Ensure JMS rosters are prepared, maintained and published accurately and on time.
Actively manage daily staffing requirements, including sick leave, unplanned absences and vacancy replacement.
Ensure safe staffing coverage across all campuses, 24/7, in line with enterprise agreement and fatigue management requirements.
Oversee allocation and tracking of leave to ensure continuity of service.
Maintain own portfolio of work and accurate records of roster changes and staffing movements.
Participate in the on-call roster as required; act in the Manager JMS position when required.

2. **Payroll Accuracy and Timesheet Oversight**

Ensure all timesheets, rostered hours, overtime, on-call and recall claims are reviewed for accuracy and submitted on time.
Ensure all JMS are paid on time and accurately each time
Act as the first escalation point for payroll discrepancies and pay queries.
Work closely with Payroll to resolve issues promptly and prevent repeat errors.
Maintain strong quality controls to support zero avoidable pay errors

3. **Team Leadership, Coaching and Capability Development**

Provide day-to-day leadership, support and supervision to JMS Coordinators.
Allocate work, manage priorities and ensure operational coverage at all times.
Coach, mentor and train staff to build capability, confidence and consistency.
Support onboarding and orientation of new team members, including hands-on training in systems, processes and enterprise agreement interpretation.
Foster a positive, accountable and supportive team culture.

4. **Stakeholder Engagement and Issue Resolution**

Act as the first point of contact for clinical units, Heads of Unit, after-hours coordinators and Payroll for JMS operational matters.
Provide timely, accurate and professional advice in response to rostering, leave and payroll queries.
Escalate complex or high-risk issues to the Manager, JMS as required.
Build strong, respectful working relationships that enhance the MWU's service reputation.

5. **Quality, Governance and Continuous Improvement**

Ensure rostering and operational processes are followed consistently and in line with policies and procedures.
Contribute to the development and review of operational SOPs, work instructions and guidelines.
Identify process improvements that enhance efficiency, accuracy and service quality.
Support implementation of system improvements and changes across the Rostering & Operations function.
Monitor trends, risks and recurring issues and recommend corrective actions and provide regular KPI and risks reports to the Manager JMS.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Build strong and solution-focused relationships with clinical leaders, operations managers, the Medical Education Unit, HR, Finance and Payroll

Internal:

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- Manager, Junior Medical Staff
- Director, Medical Workforce Unit
- JMS Coordinators and MWU Admin Staff
- Junior Medical Staff
- Heads of Unit and Clinical Service Directors
- Medical Education Unit
- Payroll and Finance
- People and Culture
- Staff Clinic & Security
- IT
- After Hours Coordinators
- MWU colleagues

External:

- Payroll Shared Services
- Other Health Services

Selection Criteria

Essential:

- Demonstrated experience in rostering and workforce operations, preferably in a healthcare or complex environment.
- Proven ability to manage and interpret enterprise agreements and awards.
- High attention to detail with a strong commitment to accuracy.
- Experience leading, coaching or mentoring staff.
- Strong organisational and time management skills.
- Excellent communication and stakeholder engagement skills.
- Ability to work effectively under pressure and manage competing priorities.
- Sound problem-solving skills and a solutions-focused approach.
- Competency in workforce systems and MS Office applications.

Desirable:

- Experience in medical workforce or hospital operations.
- Experience with electronic rostering and time and attendance systems such as RosterOn.
- Understanding of junior doctor training pathways.
- Qualifications in business, HR or health administration.

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health

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- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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