

POSITION DESCRIPTION

Position Title:	Administration Officer
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 2021-2025
Classification:	HS2
Reports To:	Director, Medical Workforce Unit
Direct Reports:	N/A
Date Prepared/Updated:	31 March 2025

Position Purpose

The Administration Officer is a key team member contributing to the efficiency of the Medical Workforce Unit.

The Administration Officer provides high level administrative assistance to support all tasks related to medical workforce management within the Medical Workforce Unit (MWU), including but not limited to recruitment, on-boarding, rostering, payroll, and leave cover for Junior Medical Staff (JMS).

Business Unit Overview

The Medical Workforce Unit (MWU) is a part of the Medical Services Division and has responsibility for the recruitment, rostering and other administrative functions supporting the needs of both the junior medical and senior medical workforce at Western Health. The unit oversees these functions for over 1600 medical staff appointment across all Western Health's hospital campuses and services.

Its function includes but is not limited to:

- JMS and SMS recruitment, selection, credentialing, contracting and onboarding
- Creation of yearly rotation and leave plans for JMS
- Rostering JMS consistent with the provisions of the Vic DiT Enterprise Agreement
- Credentialing SMS in line with legislative requirements
- Processing of continuing medical education (CME) allowance claims
- Supporting organisation recruitment strategy and workforce planning
- General remuneration and industrial relations support associated with the medical workforce

The unit is accountable for the provision of high quality and safe staffing of JMS across the organisation and as such has a role in strategic planning for growth in JMS to meet the organisation's needs as well as continuous improvement of rosters to improve wellbeing and efficiency of services.

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Key Responsibilities

- Provide administrative assistance and support to the team as required in all tasks relating to medical workforce management
- Provide a point of contact for medical workforce enquiries (face-to-face, email and over the phone)
- Handling, forwarding and sending incoming and outgoing mail (including for the JMS) and correspondence
- Review, validation and processing of MWU Invoices
- Ordering and Maintaining supplies of MWU stationery
- Preparation and processing of recruitment documentation, visa applications and registration requirements in accordance with the guidelines set by the Department of Immigration.
- Assist Coordinators with JMS terminations (WH online processes and Cgov database maintenance)
- Filling daily vacant shifts, tracking shift changes, roster amendments and ensuring relevant staff are notified (including Communications/Switchboard, After Hours Co-ordinators and MWU Coordinators)
- Assist in the processing of timesheets as required
- Assist with ongoing JMS recruitment – co-ordinating interviews and preparation of employment contracts, preparing of Cgov and eRecruit files, ordering of Name and Security badges and ICT Account set up requests.
- Assist in the collation and follow-up of on-boarding documents
- Assisting to ensure all mandatory training has been completed by medical staff

Other Responsibilities

- Attend and contribute to MWU team huddles and meetings
- Cover and support the activities of other members of the MWU as required and where appropriate
- Perform other duties as directed by the MWU leadership team (Director and Managers)
- Maintain a high standard of service provision
- Provide clear and concise communication in performing duties
- Provision of services in a courteous, supportive and professional manner.

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

Internal:

- Chief Medical Officer
- Deputy Chief Medical Officer
- Director Medical Workforce Unit
- Medical Workforce Staff – managers, coordinators, administration assistants
- Junior Medical Staff
- Senior Medical Staff
- Clinical Service Directors and Heads of Units
- Divisional Directors and Operations Managers
- Medical Education Unit – Directors of Training and Medical Education Officers
- People and Culture
- Finance Department
- Information Technology
- Staff Clinic

External:

- Secondment Health Services
- Medical Workforce Units of other Victorian Health Services
- Post Graduate Medical Council of Victoria
- Department of Health Manager Medical Workforce
- Australian Health Practitioners Regulation Agency

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- Specialist Colleges
- Department of Immigration and Border Protection
- Relevant professional and industrial organisations.

Selection Criteria

Essential

- History of strong customer service skills
- Strong communication skills, both written and verbal
- Attention to detail and high level of accuracy in all aspects of work
- Effective time management and the ability to handle multiple requirements simultaneously
- Well-developed interpersonal skills, including customer service and stakeholder relationship management
- Proven problem solving and analytical skills (lateral thinker)
- Demonstrated commitment to a team focussed approach
- “Can-Do” Positive Attitude to helping all staff in the unit
- Flexibility in working hours including weekend availability
- Excellent IT skills with the ability to learn new systems

Desirable

- Experience with recruitment and/or workforce management

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
- 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), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- 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

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- 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
- 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: [Click here to enter a date.](#)

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