

POSITION DESCRIPTION

Position Title:	Rosters & Operations Coordinator – 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 2021-2025
Classification:	HS3
Reports To:	Operations Manager, Medical Workforce Unit
Direct Reports:	N/A
Date Prepared/Updated:	18 September 2024

Position Purpose
<p>The Rosters & Operations Coordinator – Junior Medical Staff partners with and supports operational divisions to provide a thorough and efficient service in the day-to-day administration for the junior medical workforce, including but not limited to recruitment, rostering, payroll, rotation planning and leave cover for junior medical staff (JMS).</p> <p>This is a specialised role in the medical services directorate which requires an understanding of medical staffing and clinical operations to assist clinical leaders in the design and implementation of rosters to meet clinical need. It also provides end to end administrative oversight of junior medical staff which requires in-depth knowledge, understanding and application of training requirements and enterprise agreement provisions for doctors in training.</p> <p>The key objectives of this role are to 1) provide safe and stable staffing to clinical units and 2) to ensure safety and wellbeing of junior medical staff.</p>
Business Unit Overview
<p>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 1800 medical staff appointment across all Western Health’s hospital campuses and services.</p> <p>Its function includes but is not limited to:</p> <ul style="list-style-type: none"> • 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 Victorian DiT Enterprise Agreement • Credentialing SMS in line with legislative requirements

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- 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.

Key Responsibilities

Day to day administration and management of the junior medical staff at all Western Health sites and external rotations

- Work in collaboration with the other members of the MWU on the allocation of rotations for junior medical staff.
- Prepare, distribute and maintain JMS rosters, ensuring annual leave and other leave is covered, changes are tracked, and all relevant staff are notified as required (including Communications/Switchboard, After Hours Co-ordinators, Heads of Units, Divisional Directors).
- Monitor JMS work practices and rosters in accordance with Award/Enterprise Agreement conditions to ensure health, wellbeing and safety are preserved.
- Process timesheets/RosterOn for all JMS within portfolio and within required timeframes.
- Verify and authorise fortnightly out of hours claims (overtime/oncall/recall claims).
- Respond to and effectively manage issues and queries (such as payroll, rostering and leave queries) pertaining to JMS.
- Complete and maintain relevant tracking and reporting systems associated with JMS.
- Actively manage and support the recruitment and selection process for JMS.
- Process JMS variations and terminations.
- Ensure timely communication and collaboration with the Recruitment team on JMS recruitment requirements.

Roster design and yearly planning

- Develop and maintain 'business partner' relationships with Heads of Units and Clinical Service Directors.
- Collaborate with Divisions and individual Units on roster design and update rosters to meet changing clinical needs – including appropriate skill mix, safe working hours and clinical continuity.
- Prepare and maintain the yearly rotation allocations roster including allocation of leave (annual, conference, examination etc).
- Collaborate with Medical Education Unit (MEU), Directors of Clinical Training (DCTs) and Director/s of Physician Education (DPEs) on orientation programs and educational activities.

Leadership and Improvement

- Contribute to the development and review of policies, procedures and other documentation related to this position.
- Assist the MWU leadership team in the implementation of continuous improvement initiatives to business processes.
- Represent the MWU and complete ad hoc tasks across all campuses at Western Health from time to time.

Other Responsibilities

- Attend and contribute to MWU team huddles and meetings.
- Participate in an after-hours on-call roster.
- Cover and support the activities of other members of the MWU as required.
- 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.

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

Selection Criteria

Essential

- 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, analytical and time management competencies
- Demonstrated commitment to a team focussed approach
- “Can-Do” Positive Attitude to helping all staff in the unit
- Roster design and implementation experience
- Flexibility in working hours including weekend availability
- Processing of timesheet experience / electronic rostering and timesheet application knowledge, with the ability to interpret Award/Enterprise Agreement conditions
- Understanding of business principles, continuous improvement and key organisational performance indicators

Desirable

- Qualification in a human resources or business related field
- Demonstrated experience in a similar role, health/medical recruitment
- Sound understanding of information technology including systems and applications relevant to staff rostering/time and attendance (i.e. RosterOn)

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- Excellent computer literacy in MS Office Suite including advanced skills in PowerPoint, Excel, Word and other relevant systems (databases)
- Familiarity with the different levels of JMS and their college training pathways

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
- 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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