

POSITION DESCRIPTION

Position Title:	Manager - Senior Medical Staff & Business Systems
Business Unit/Department:	Medical Workforce Unit
Division:	Medical Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 6 (HS6)
Reports To:	Director - Medical Workforce Unit
Direct Reports:	Senior Medical Services staff
Date Prepared/Updated:	29 August 2026

Position Purpose

The Manager, Senior Medical Staff & Business Systems (SMS & BS) provides senior leadership, operational oversight and business management expertise across all functions relating to Senior Medical Staff (SMS) and Medical Workforce Unit Business Systems. This includes recruitment support, credentialing, scope of practice management, contracting and appointment processes, private practice arrangements, contract administration, billing and invoicing, financial governance, operational project delivery and specialist workforce advisory support.

The role ensures that all SMS workforce and MWU business processes are timely, accurate, compliant and delivered with exceptional customer service. It strengthens systems, drives accuracy, builds capability and embeds consistent practice across credentialing, contracting and financial processes.

The Manager leads a specialist team and plays a key role in shaping team culture, accountability, performance consistency and MWUs reputation. The role works closely with clinical leaders, executives, HR, Finance, Payroll, Revenue Management and external partners to support safe service delivery, governance obligations and continuous improvement.

As part of the MWU senior leadership team, the Manager, SMS & BS:

- acts for the Director MWU when required
- provides operational coverage for the Manager, Junior Medical Staff (JMS) during leave or peak periods
- rotates into the Manager, JMS portfolio every 12–24 months (or as needed) to enhance capability, resilience and leadership continuity
- contributes to strengthening the MWU brand through reliability, responsiveness and service excellence.

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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. 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 Accountabilities	
Our Purpose	Providing the Best Care for the people of the West, in the right place and the right time.
Direction 1: We partner with patients and families	Our patients and families are actively involved in their care and connected to the right services. To support the achievement of this Direction, all Executive and Senior Managers are required to ensure: • Directorates consistently engage with our patients, carers and community to learn about their needs • Employees consistently tailor care to suit all cultures, identities and abilities • Employees continue to empower patients prior to, during and after their care, so they can manage their condition, advance their recovery and feel supported in making decisions
Direction 2: We care for our people	Our employees and volunteers are supported, engaged and equipped to embrace a dynamic future. To support the achievement of this Direction, all Executive and Senior Managers are required to ensure: • Directorates support our people to be their best, by promoting a safe and inclusive workplace • Directorates foster a culture that empowers all, encourages innovation and respects wellbeing • Employees are equipped to continue their great work and embrace new opportunities
Direction 3: We deliver services for the future	Our services are expanding within and beyond hospital walls, advancing high-quality and connected care. To meet the needs of our communities, we are expanding our services, locations and technology options. To support the achievement of this Direction, all Executive and Senior Managers are required to ensure: • Directorates strengthen our profile with personalised care options within and beyond hospital walls • Employees provide equitable and timely access to our services, delivered in a socially responsible way • Employees provide a range of care options to give patients greater choice around how and when they receive care • Directorates enable digital services that are pro-active, smart, and inclusive ensuring more people can benefit irrespective of place

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Direction 4: We are better together	Our respectful relationships with our community, system-wide partners and each other drive collaboration and better outcomes. To support the achievement of this Direction, all Executive and Senior Managers are required to ensure: • Directorates engage and collaborate to improve the health and wellbeing of our communities • Employees listen, learn and act, so that patients can benefit from our collective worth to achieve their health goals • Directorates drive system reform through our relationships with healthcare providers, academic partners, and health colleagues • Directorates innovate across clinical and non-clinical teams to live and deliver Best Care for people of the West
Direction 5: We discover and learn	Our innovation, research and education inspires and benefits our patients, employees and communities, to deliver a better future. To support the achievement of this Direction, all Executive and Senior Managers are required to ensure: • Employees question, investigate, evaluate, adapt and innovate as we share, mentor, encourage and learn • Directorates drive continuous improvement of the quality and sustainability of our services and facilities to ensure accessible care for future generations • The encouragement of life-long learning; fostering curiosity and supporting employees to lead and participate in research and education, and to be recognised as specialists in their fields
Occupational Health & Safety and Other Obligations:	Model proactive leadership, drive and commitment to ensure: • Western Health's obligations for Occupational Health and Safety (OHS) and Work Cover rehabilitation are met • Compliance with OHS and Work Cover legislation • Compliance with OHS policies and procedures • A safe and healthy environment for employees, contractors, patients and visitors • The key performance targets and objectives, detailed in the Western Health strategic OHS plan, are supported, promoted and achieved • Risks are identified, assessed and controlled as far as practicable with injury prevention being a high priority • Safe work systems and controls are in place, which are regularly monitored for effectiveness • The Western Health prescribed OHS training and education sessions are attended, including all personnel responsible for managing employees • Health and Safety initiatives are developed and delivered to continually improve Western Health's safety maturity (culture) • Organisation wide strategic responsibility for record keeping is maintained including compliance with record keeping operations and standards

Role Specific Responsibilities

1. Leadership, Culture and Process Improvement

- Lead, support and develop the SMS Coordination team to deliver high-quality, accurate and timely SMS workforce services.
- Build a strong team culture centred on accountability, professionalism, customer service and continuous improvement.
- Implement and maintain a structured orientation, induction and a capability-building pathway for all new and existing MWU team members.
- Identify, initiate and lead value-add projects that lift performance, strengthen systems and improve stakeholder experience.
- Model behaviours that positively shape the MWU brand across Western Health, including accountability, clarity and responsiveness.

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2. Workforce Operations and Compliance

- Oversee SMS workforce operations including recruitment support, appointment processes, contract development, engagement documentation, CME claims and annual recredentialing.
- Govern credentialing and scope of practice processes, including electronic systems, ensuring accuracy, completeness and regulatory compliance.
- Ensure all medical registration, visa and mandatory documentation requirements are contemporary, fully verified and maintained to a high standard.
- Serve as the senior point of contact for SMS workforce queries across operations, medical leadership, HR and payroll.
- Maintain accurate, reliable workforce data, reporting dashboards and documentation frameworks that support transparency, governance and continuous improvement.
- Ensure policies, workflows and SOPs related to SMS processes and employment are contemporary, clearly documented and consistently applied.

3. Systems, Improvement & Projects

- Identify, lead and complete value-add projects that enhance SMS workforce operations, governance frameworks, financial integrity or stakeholder experience.
- Drive continuous improvement initiatives, including digitisation, automation, standardisation, systems upgrades and process redesign.
- Develop, review and embed contemporary policies, procedures and SOPs that support consistent, reliable and high-quality MWU operations.
- Oversee and improve the documentation and systems that support SMS workforce governance, new staff orientation, credentialing, contract frameworks and business processes.
- Implement monitoring, audit and quality controls that strengthen compliance and operational performance.
- Represent the MWU on internal and external committees, contributing to planning, risk management and service improvement discussions.

4. Business Management

- Lead SMS and MWU financial operations including billing, invoicing, CME claims, debt management, private practice arrangements, rotational agreements and inter-hospital recoveries.
- Deliver accurate financial analysis, modelling, reports and insights to clinical leaders and executive stakeholders.
- Strengthen financial governance through contemporary procedures, quality assurance controls and documented workflows that minimise error and improve reliability.
- Lead or contribute to transformational initiatives that improve financial systems, processes, data quality and efficiency.
- Develop business cases, costing templates, financial forecasting tools and performance dashboards to support organisational planning and decision-making.

Key Outcomes:	The key outcomes for this role will be identified in the incumbent's performance plan and should align with the requirements in this position description, Western Health's Strategic goals, organisational business plan and business plan. A key focus is the delivery of outcomes as identified in the Statement of Priorities as agreed between Western Health and the Department of Health.
Key Challenges of the Position:	• Delivering accurate, timely and compliant SMS contracts, credentialing, scope of practice processes and CME claims in a high-volume and time-sensitive environment. • Developing and embedding contemporary policies, processes and SOPs that improve MWU staffs' experience; strengthens accuracy, consistency and service reliability across the MWU. • Ensuring documentation, systems and credentialing records are contemporary, complete and meet internal and external governance requirements. • Balancing operational demands with the need to lead value-add projects, transformation activities and continuous improvement initiatives

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	• Shaping and maintaining a positive MWU brand through professional communication, responsiveness and high-quality customer service to senior stakeholders. • Building team capability, consistency and a positive team culture. • Maintaining strong financial governance across complex billing, invoicing, contractual arrangements, recoveries and private practice processes.	
Financial Management:	Annual Budget:	Not Applicable
People Management:	Positions reporting to this role:	SMS Coordinators CME Officer Administrative Support Staff
	Total employee management (EFT):	5
Key Working Relationships:	Build strong and solution-focused relationships with clinical leaders, operations managers, the Medical Education Unit, HR, Finance and Payroll Internal: • Director, Medical Workforce • Manager, Junior Medical Staff • Chief Medical Officer • Director of Medical Services • Clinical Service Directors and Divisional Directors • Heads of Units and Operations Managers • Senior and Junior Medical Staff • People and Culture • Finance • Payroll • IT Services • MWU colleagues External: • Health Services • PMCV • AHPRA • Specialist Colleges • Victorian Department of Health • Department of Home Affairs • Relevant industrial and professional bodies	
Key Selection Criteria:	Essential: • Demonstrated leadership experience within a complex and busy operational environment • Ability to lead teams and build strong, positive, customer service orientated cultures • High-level understanding of rostering, workforce planning, payroll and enterprise agreements/Awards • Advanced communication and stakeholder management skills • Strong analytical, problem-solving and organisational skills • Ability to work under pressure and meet strict deadlines • Advanced MS Office skills and familiarity with relevant workforce systems • Commitment to continuous improvement and professional development	

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	Desirable: • Experience within the medical workforce or health administration fields • Understanding of medical training pathways • Experience with Financial reporting, HRIS/rostering/time and attendance systems such as RosterOn & Success Factors (SAP) • Qualifications in health management, business, HR or related fields
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), 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 and 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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