

POSITION DESCRIPTION

Position Title:	Coordinator, Senior Medical Workforce
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 3
Reports To:	Manager, Senior Medical Staff and Business Systems
Direct Reports:	N/A
Date Prepared/Updated:	27 August 2026

Position Purpose
The Coordinator, Senior Medical Workforce is a key team member within the Medical Workforce Unit (MWU) providing support to the Unit to deliver a customer focused service to the Medical Workforce at Western Health, as well as key internal and external customers. The Coordinator, Senior Medical Workforce is responsible for ensuring the appropriate delivery of services pertaining to all of the Business Unit functions below and the recruitment, credentialing and appointment of Senior Medical Staff (SMS) at Western Health.
Business Unit Overview
The Medical Workforce Unit 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 2000 medical staff across all Western Health's hospital campuses and services. Its functions include but is not limited to: • Junior Medical Staff (JMS) and Senior Medical Staff (SMS) recruitment, selection, credentialing, contracting and onboarding • Creation of annual rotation and leave plans for JMS • Time and attendance, and roster management for JMS in accordance with the provisions of the Victorian Doctors in Training Enterprise Agreement • Credentialing SMS in accordance with legislative and Western Health 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.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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

The Coordinator, Senior Medical Workforce will be responsible for coordinating and supporting the administrative processes across all aspects of operations and employment, including recruitment, credentialing, contracting and onboarding.

Operational

- Coordinate the administrative processes as required in accordance with Western Health's Recruitment, Credentialing and Appointments policies and procedures
- Manage credentialing requirements for SMS appointments as well as off-line credentialing for urgent new appointments
- Prepare SMS employment contracts and process SMS appointments in a timely and accurate manner
- Ensure that Private Practice Agreements are prepared for all SMS where applicable
- Ensure all system requirements associated with SMS credentialing and onboarding are completed accurately and in a timely manner
- Respond to and effectively manage queries relating to the SMS workforce (such as contracts, position descriptions, CME and leave management)
- Provide advice on leave management, clinical support time implementation and other industrial arrangements as appropriate
- Ensure MWU databases, trackers and document libraries are maintain and up-to-date at all times
- Ensure Work Schedules are maintained for all SMS within allocated portfolio
- Coordinate and administer medical staff credentialing in the Cgov electronic credentialing system
- Coordinate administrative processes related to SMS variations and terminations
- Ensure compliance with relevant legislative and regulatory requirements (e.g. medical registration, visa, working with children checks), and process applications where applicable
- Support compliance with internal employment/HR requirements (e.g. mandatory training)
- Support and coordinate relevant administrative processes relating to payroll and financial management
- Support Heads of Units, Operations Managers, Clinical Service Directors and Divisional Directors with workforce planning, business case formulation and costings
- Provide education and training to Western Health staff on SMS recruitment and credentialing systems and processes as required
- Provide a point of contact for Senior Medical Staff for medical workforce, human resources and payroll queries
- Ensure that SMS Credentialing and Scope of Practice guides are maintained and contemporary

Other

- Contribute to the development and review of policies, procedures and other documentation related to this position
- Support colleagues as required during peak periods and cover leave or absences
- Other duties as required or directed which may include duties across all other aspects of the unit including comprehensive administrative and operational support; and recruitment for Junior Medical Staff (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.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Key Working Relationships

Internal:

- Chief Medical Officer
- Director of Medical Services
- Director Medical Workforce
- Manager, Senior Medical Staff and Business Systems
- Medical Workforce Unit Team Members
- Senior Medical Staff
- Clinical Service Directors and Heads of Units
- Divisional Directors and Operations Managers
- People and Culture
- Finance Business Partners
- Payroll services
- IT services

External:

- Secondment Health Services
- Medical Workforce Units of other Health Services
- Post Graduate Medical Council of Victoria
- Department of Health
- Australian Health Practitioners Regulation Agency
- Specialist Colleges
- Department of Home Affairs
- Relevant professional and industrial organisations.

Selection Criteria

Essential

- Extensive administration experience in a large and complex organisation
- Previous experience in staff recruitment and appointment processes and principles
- 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 maintaining a positive team culture
- Ability to work independently as well as consulting and collaborating with others
- Proactive and positive attitude to helping staff, customers key stakeholders.

Desirable

- Qualification in a human resources, business, health or related field
- Demonstrated understanding and application of enterprise agreements and industrial instruments
- Sound understanding of information technology including systems and applications relevant to staff recruitment and credentialing
- Excellent computer literacy in MS Office Suite including high level proficiency in Microsoft Excel and Word
- Experience in a medical workforce or health workforce or relevant Human Resources environment.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

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.](#)

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment