

POSITION DESCRIPTION

Position:	Medical Workforce Officer – Support Co-Ordinator
Directorate	Medical Services
Division:	Medical Administration
Business Unit:	Medical Workforce
Enterprise Agreement	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT
Reports to:	MWU Manager



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 5** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

The Medical Workforce Officer – Support Co-Ordinator a key position within the Medical Workforce Unit (MWU) at Mildura Base Public Hospital (MBPH), responsible for the coordination and management of complex operational and compliance functions across the medical recruitment lifecycle and governance activities.

The role is responsible for managing end-to-end processes relating to recruitment, onboarding, credentialing, and contractual arrangements for medical staff, ensuring compliance with relevant legislation, industrial instruments, and regulatory standards. It is also responsible for medical governance activities, including credentialing workflows, CME Leave and Reimbursement processes, and the coordination and documentation of Morbidity and Mortality (M&M) meetings.

Working collaboratively with Clinical Directors, M&M Chairs, Clinical Leads, the MWU Manager, HR Business Partners, the Director of Medical Education, and the Patient Services Improvement Team, the position ensures that MBPH maintains a capable, credentialed, and compliant medical workforce aligned with organisational policy and national healthcare standards.

KEY RESPONSIBILITIES AND DUTIES

Medical Workforce Support

Recruitment

- Key Liaison for prospective Medical Practitioners
- Work in partnership with the MWU Manager, Clinical Directors and Clinical Leads to support the process of recruitment including FTE approval, AHPRA documentation, reviewing position descriptions and advert prior to submission to MBPH HR team for advertising.
- Provide oversight and management of selection panels, ensuring compliance with recruitment standards and coordinating all stages of candidate assessment, including screening, interviews, and referee reporting.
- Exercise independent judgment and provide advice to the MWU Manager, Clinical Directors and Directors of Medical services to ensure best-practice recruitment strategies and workforce compliance

- Support the processing and compliance of medical registration (AHPRA and respective colleges) and associated documentation.

Onboarding and Orientation

- Interpret EBAs and work with HR and MWU teams to ensure appropriate employment arrangements are in place.
- Finalise contractual arrangements and manage variation processes for medical staff.
- In collaboration with HR, Monitor and ensure completion of onboarding requirements, including professional registrations and compliance checks.

Medical Governance

Credentialing and Scope of Practise

- Ensure all Senior Medical Staff are credentialed in accordance with MBPH and external Medical Practitioners Credentials and Scope of Practise Policy and other relevant policies
- Provides oversight and administers day to day management of credentialing processes for Senior Medical Staff and Junior Medical Staff (as relevant) in line with MBPH policy and relevant national standards.
- Perform and/or support the secretary in preparing documentation and maintain accurate records for the Credentialing and Scope of Clinical Practice Committee.
- Track renewals for AHPRA, college registrations, insurances, and scope reviews.
- Provides guidance, recommendation and escalate concerns around credentialing process and credentialing of Senior Medical Staff Members and other relevant stakeholders.

Continuous Medical Education Management

- Ensure all Senior Medical Staff's CME application are processed, approved and recorded.
- Leave management is updated in the system.

Quality and Safety

- Work collaboratively with Clinical Directors and Clinical Leads to meet NSQHS and other accreditation standards.
- Responsible for the compliance, coordination and providing secretarial support for Morbidity and Mortality (M&M) meetings in collaboration with Director of Medical Services, Clinical Directors and Chairs of M&M.
- Responsible to provide timely relevant reports relevant to responsible governance activities to relevant committees.

General

- Provide expert support across MWU functions as needed.
- Work in consultation with MWU Manager and other key stakeholders including the EDMS/CMO, P&C & medical staff to ensure consistency in process and outcomes relating to MBPH Medical Staff.
- Participate in departmental and committee meetings as required
- Participate in the Medical Workforce On-Call Roster in an equitable manner with the rest of the Medical Workforce unit
- Other duties as directed by the MWU Manager

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Essential

- Demonstrated experience in providing customer service, with a sound understanding of importance of confidentiality and proven discretion in the handling of sensitive matters.
- Demonstrated ability to interpret and apply complex regulatory, policy, and industrial frameworks in a health service environment.
- Proven experience working autonomously in an advisory administrative function with defined accountability for process outcomes.
- Demonstrated ability to develop and maintain effective business relationships.
- Possess strong communication (written/verbal), influencing and negotiation skills with the ability to produce quality outcomes.
- Excellent organisational skills with the ability to develop, improve and maintain office systems and processes, including the ability to prioritise work to meet multiple requirements.

Personal Qualities, Knowledge and Skills

- A personal approach which meets the values of MBPH HEART values.
- Ability to effectively work autonomously with minimal supervision and as part of a team and operating in an environment of change and continuous improvement.

Desirable

Previous experience in public health or in health environment

MANDATORY REQUIREMENTS

Registration with Professional Association:

For example, AHPRA, AHRI, etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

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. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

