Grampians Health

Position Title: **Medical Workforce Officer**

Campus: Ballarat

Directorate: Operations

Department: Medical Workforce Unit

Reporting to: Workforce Development

Indirect Reporting: Medical Workforce Manager

Appointment Terms/Conditions:

Classification and Code: Administrative Officer Grade 2 (HS2)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration *We are stronger together.*	***Compassion*** *We show that we care.*	***Accountability*** *We do what we say and say what we do.*	***Respect*** *We appreciate and value all people.*	***Innovation*** *We adapt and innovate to achieve best outcomes.*
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

To deliver high-level administrative and operational support to the relevant Clinical Director, Head of Unit and Medical Workforce Manager, contributing to the efficient management of rostering, leave coordination and day-to-day workforce operations for the Junior Medical Workforce.

.KEY ACCOUNTABILITIES

- Provide high-level administrative support to the Medical Workforce Manager, Clinical Directors and relevant operational leaders.
- Coordinate onboarding, employment administration and orientation processes for junior medical staff, ensuring a positive and compliant commencement experience.
- Manage Optima and other employment documentation processes, ensuring accuracy, compliance and timely completion.
- Assist with the preparation, maintenance and day-to-day management of junior medical staff rosters, including coordinating roster changes and workforce allocation requirements.
- Administer leave processes for junior medical staff and support the engagement and utilisation of locum medical officers as required.
- Process payroll-related transactions and respond to employee enquiries regarding pay, leave and employment entitlements.
- Maintain workforce management systems
- Identify, recommend and support the implementation of process improvement initiatives to enhance service delivery and operational efficiency.
- Resolve routine workforce and rostering issues independently and escalate complex matters as appropriate.
- Provide cross-coverage and backfill support across Medical Workforce functions during periods of leave, vacancies or peak operational demand.
- Contribute to the effective day-to-day operation of the Medical Workforce Unit through collaborative teamwork, responsive customer service and continuous improvement activities.
- Participate in the Medical Workforce Unit's on-call service, providing after-hours support through a rostered arrangement that includes weeknight and weekend coverage as required.

KEY SELECTION CRITERIA

Demonstrated experience in an administrative, workforce support, rostering, recruitment, or customer service role.

- Well-developed organisational skills, with the ability to manage competing priorities, meet deadlines, and maintain a high level of accuracy.
- Strong interpersonal and customer service skills, with the ability to build effective working relationships with a diverse range of stakeholders.
- Effective written and verbal communication skills, including the ability to provide clear and professional advice and support.
- Demonstrated ability to maintain confidentiality and exercise discretion when handling sensitive information.
- Sound problem-solving skills, with the ability to use initiative and escalate complex matters appropriately.
- Proficiency in Microsoft Office applications, particularly Outlook, Word and Excel, and the ability to learn workforce management and payroll systems.
- Ability to work both independently and collaboratively as part of a team in a fast-paced environment.
- Flexibility and adaptability to respond to changing operational needs and periods of increased workload.
- Knowledge of or experience in medical workforce administration, recruitment, rostering, credentialing, medical registration, or visa processes is desirable.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.