

Position Title: MDM Service Officer

Campus: Ballarat

Directorate: Hospitals

Department: Cancer Services, BRICC

Reporting to: Director of Ambulatory Care and Cancer Services

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: HS3

Enterprise Agreement: Health & Allied Services, Managers & Administrative Workers (Victorian Public Health Sector Single Interest Employers) Enterprise Agreement 2021-2025

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	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
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

Multidisciplinary meetings (MDMs) are regular (weekly, fortnightly or monthly) meetings where health professionals from different craft groups prospectively discuss and recommend treatment pathways for cancer patients' treatment and care. Multidisciplinary care is a collaborative approach to treatment planning and ongoing care throughout the treatment pathway. Multidisciplinary care aims to ensure that members of the treatment and care team can discuss all relevant aspects of a cancer patient's physical and psychosocial needs along with other factors impacting upon the patient's care. It is well documented and accepted that multidisciplinary care represents best practice in terms of treatment planning and care for cancer patients.

The MDM Service Officer documents the outcomes of individual patient discussions as well as providing administrative and IT support to ensure the smooth and sustainable running of multidisciplinary meetings for participating health professionals and services. The MDM Service Officer can also provide general administrative support to the Cancer Services team.

KEY ACCOUNTABILITIES

The role is responsible for:

- Ensuring Multidisciplinary meeting functioning. This includes:
 - Coordination of calendar invites for virtual meetings
 - Attendance at MDMs to provide administrative support, including technical support for set up and connection of IT systems.
 - Collecting and entering data onto the MDM database. This requires regular meeting attendance
 - Produce documents and reports concerning MDMs for distribution to clinicians as required.
 - Distribute MDM recommendations post-meeting to private clinicians' rooms, medical records, GPs and BAROC (if radiotherapy is indicated)
 - Provide annual attendance reports for individuals for CME purposes
 - Ensure patients are classified correctly according to hospital funding guidelines.
- Ensuring Multidisciplinary meeting quality assurance. This includes:
 - Previewing forthcoming meetings, ensuring relevant data has been correctly and completely entered into the QOOL database
 - Accurately recording of MDM discussion, including treatment recommendations and staging details at meetings. This requires attendance at MDMs.
 - Reviewing data post meeting to ensure completeness and close each patient case.
- Maintenance of the MDM Database. This includes monitoring to verify the standard of data entry is maintained to a high level and that coding is accurate, and providing feedback to users on the quality of submissions as required.
- Ensuring ongoing education of users in the use of the MDM software.
 - Provide training to senior clinicians, rotating junior doctors, consultants, nurses and administration staff on MDM software and administrative processes.
- Contributing to regional MDM Software Development. This includes:
 - Liaising with clinicians to ensure database content is accurate and reflects current practice, incorporating new procedures / clinical details as they arise
 - Identifying software enhancements and liaising with the software developer.
 - Testing and bug-fix new implementation as required
 - Prioritise work in progress
 - Supporting and participating in state-wide MDM software solution development when required

- Assisting when required in data analysis to promote quality assurance of MDMs, and increase understand of regional patterns of care.

KEY SELECTION CRITERIA

Qualifications and experience

- Certificate III or IV Business Administration and/or significant experience in a similar role

Technical/Professional Knowledge and Skills

- Medical terminology: Understanding of medical terminology and experience in a medical records/medio-legal environment (highly desirable)
- Word Processing Skills: Demonstrated spelling and grammatical capabilities, accurate and efficient data entry, extensive experience with Microsoft Word, Excel and PowerPoint and the ability to produce well-presented and accurate documents as required.
- Public Hospital Funding: Experience in public hospital funding systems such as those utilised in specialist clinics or similar systems in non-government organisations
- Organisational Skills: Demonstrated excellent administrative and organisational skills, including an ability to work with minimal supervision on a range of tasks, prioritising own workload and working within tight timeframes.
- Flexible and adaptable: Demonstrated ability to take a flexible response to change, and be proactive in problem solving.

Work Environment

- Ability to work independently and as a teammate in job share role
- Excellent time management skills and the ability to prioritise

Personal attributes

- Professional behaviour and conduct which reflects self-initiative, confidentiality, self-evaluation and commitment to professional development
- Hard working and high-level attention to detail

Interpersonal skills

- Communication Skills: Demonstrated ability to communicate with a broad range of people including consumers, carers, professionals and the general community with sensitivity, discretion and tact; ability to maintain effective working relationships within and external to the organisation.

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 a 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.