



the women's
the royal women's hospital
victoria australia

Position Description

Title	Medical Workforce Coordinator
Department	Medical Workforce Unit
Classification	A04
Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Responsible to	Manager, Medical Workforce Unit

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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Department/Unit Specific Overview

The Medical Workforce Unit provides the workforce support to Medical Services to the Women's Hospital. The Women's has over 340 Senior Medical Staff, 165 EFT of Junior Medical Staff in rotational positions and a significant cohort of Honorary appointments to ensure that we continue to be a leader in maternity services and the care of newborn babies, gynaecology, assisted reproduction, women's health and cancer services.

Our major areas of focus are recruitment and retention, orientation and induction, rostering, credentialing, leave management, assistance with budget forecasting and workforce planning for all Medical Staff.

This is a key position within the Medical Workforce providing support to the Manager Medical Workforce to deliver a customer focused service to both Senior & Junior Medical Staff at The Women's, as well as key internal and external customers.

The role is responsible for ensuring:

- Services are appropriately delivered pertaining to the recruitment, appointment & credentialing of medical staff employed at The Women's; and
- Rostering, leave management and timesheet review & approval for the staff in the medical departments assigned to this role.

Key administrative tasks relating to the portfolio to be assigned to this role are:

- Overseeing the recruitment processes for medical staff, including keeping a log of all pending appointments
- Oversee to ensure the governance of selection & appointment for medical staff is in line with the applicable policies and procedures in place at The Women's
- Credentialing and Scope of Practice
- Preparation of Senior Medical Staff "Daily Work Schedules" & "Salary Schedules" which are important elements of the SMS Employment Contract.
- Rostering, leave management, timesheet review & approval for medical departments assigned to this role
- Maintenance of Senior Medical Staff Craft Group Agreements where applicable
- Assistance with applicable Policy and Procedures

We work closely with the Chief Medical Officer, Medical Clinical Directors, Medical Unit Heads, People Culture and Wellbeing, Finance and Payroll.

Position Purpose

The purpose of this position is to ensure:

- Services are appropriately delivered pertaining to the recruitment, appointment & credentialing of medical staff employed at The Women's; and
- Rostering, leave management and timesheet review & approval for the areas assigned to this role. Other administrative duties as can be reasonably expected.

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Responsibilities & Major Activities

Medical Staff Recruitment and Advertising

- In conjunction with the Manager proactively identify workforce needs and respond accordingly to ensure that timely advertising, candidate management, interviewing and recruitment occur.
- Prepare Senior Medical Staff "Salary Schedule" and associated "Daily Work Schedule" which are key components of the Employment Contract.
- Operationally coordinate the employment of medical staff and work with the members of the People, Culture & Wellbeing team to ensure the timely administration of contracts relating to the employment of medical staff.
- Ensure that HR and Payroll systems retain an accurate reflection of work practices of employees by entering and following through approval chain appropriate variations.
- Assist in the applicable induction processes of Medical Staff into the organisation
- Assist in the review and development of employment services and processes and update accordingly.

Medical Staff Rosters and Timesheet Management

- Ensure individual senior medical staff work schedules are maintained
- Coordinate rostering (including on-call duties), attendance and backfill of leave of Medical Staff where necessary.
- Coordinate medical staff attendance including authorisation of time sheets and application for leave.
- Ensure all information regarding the contract and roster commitments of Medical Staff is clear, current and accessible.
- Work with Manager to ensure leave balances are appropriately managed.
- Maintenance of Medical Unit Craft Group Agreements

Administrative Support

- Assist the Medical staff to adapt to new systems and technologies, including payroll, staff kiosk, e-Recruitment, electronic forms and rostering.
- Assist the designated Directors in preparing and forecasting Medical Staff budgets.
- Analyse workforce data to deliver advice and support to managers on workforce and capacity issues
- Regularly participate in reviewing MWU processes to ensure continuous improvement
- Regularly audit Chris 21 information to ensure consistency and quality of data in the portfolio

Relationship Management

- Develop and maintain quality relationships with relevant managers and medical staff to ensure workforce planning and recruitment of staff are aligned with and can respond to organisation needs.
- Ensure any performance issues are dealt with in a timely manner, liaising with Managers and Workforce Solutions, using appropriate policies and procedures to enable satisfactory outcomes
- Assist the Workforce Consultant with industrial issues such as EA negotiations, advising of issues and practical solutions.

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Key Performance Indicators

In consultation with the Manager, Medical Workforce Unit, to ensure that recruitment and employment processes of Medical Staff meet service requirements.

KPI measurements include:

- Organisational satisfaction
- Recruitment process compliance
- Recruitment processing turnaround times
- Timely publication of accurate rosters
- Management of leave liabilities
- Staff rostered to cover all critical shifts
- Manage rostering to ensure effective and safe rostering, within budget

Key Selection Criteria

Experience/Qualifications

- Experience working with working in medical administration preferred
- Previous experience with managing and rostering medical staff, incorporating managing daily duty rosters, including leave management and unplanned absences is **highly desirable**
- Experience with Recruitment and Appointment processes pertaining to Medical Staff
- Experience around the Budget preparation and policies surrounding these reports
- Experience with working alongside variety of health professionals.

Competencies/Skills

- High level of organisational skills with attention to detail and flexibility to manage the unexpected.
- The ability to effectively tackle issues, assess their importance and prioritising, whilst working with an exacting and demanding work force.
- Highly developed interpersonal skills, including customer service and stakeholder relationship management
- Extensive knowledge of the recruitment process and the associated compliance requirements
- Understanding of awards and contracts and the ability to identify areas to be escalated
- High level of computer literacy with a range of applications including, MS Office, Email, Internet and HRIS systems

Attributes

- Ability to think and plan strategically
- Embodies the values of courage, passion, discovery and respect
- Ability to handle complex and competing tasks and negotiate effectively
- Ability to adapt to organisational and environmental change
- Highly developed people management and motivational skills
- Excellent communication skills, including written, verbal and presentation skills
- Ability to work proactively to identify opportunities for system improvements
- Ability to work independently and to manage own work priorities
- Professional manner in dealing with managers and medical staff
- A team player who is comfortable with involvement from multiple personnel

General

- Comply with RWH policies and administrative requirements including policies regarding timesheets and leave arrangements.
- Ensure Medical Workforce Unit has current contact details to allow prompt contact for routine and for urgent matters.
- Establish RWH email and clear this at least once per shift.

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Organisational Relationships

Internal relationships

Manager Medical Workforce
 Medical Workforce Team
 Clinical Directors and Unit Heads/Team Leaders
 Medical Staff
 Clinic and waiting list coordinators
 People, Culture and Wellbeing
 Finance and Payroll

External relationships

Candidates
 AHPRA
 Medical Colleges

Inherent Requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	N/A
Sitting – remaining in a seated position to complete tasks	Prolonged / Constant
Standing – remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	N/A
Leg / foot movement to operate equipment	N/A
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Occasional
Lifting / carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5–10 kilos	N/A
– Heavy lifting and carrying – 10–20 kilos.	N/A
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces	N/A
10–20 kg	N/A
– heavy push / pull forces	N/A
over 20 kg	
Reaching – arm fully extended forward or raised above shoulder	Rare
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands	Frequent
wrists and arms	
– Gripping, holding, twisting, clasping with	Frequent
fingers / hands	
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	N/A
Sensory demands	Frequency

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Sight – use of sight is integral to most tasks completed each shift	Prolonged / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged / Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Occasional
Problem Solving issues associated with clinical and non-clinical care	Frequent
Attention to Detail	Frequent
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Rare

Definitions used to quantify frequency of tasks / demands as above

Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

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Staff Vaccination Requirements

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct
- Health Practitioner Regulation National Law Act (2009)
- Registration with Australian Health Practitioner Regulation Agency (AHPRA)
- Drugs, Poisons and Controlled Substances Regulations 2006

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed Date: November 2025

Developed by: Manager, Medical Workforce

Date of next Review: November 2026

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