

POSITION DESCRIPTION

Manager Medical Workforce



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:

Position Title:	Manager Medical Workforce
Enterprise Agreement:	Health & Allied Services, Managers & Administrative Workers Enterprise Agreement 2020 or its successor
Position Classification:	TBC on skills and experience
Who does this position report to:	Executive Director of Medical Services
Does this position manage or supervise others:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Workplace Location:	Green Street Campus
Primary purpose of the position:	<p>The primary role of the Manager Medical Workforce is to work with the Executive Director of Medical Services (EDMS) to deliver the medical workforce needs of the hospital and to oversee the function of 3x Medical Workforce Officers in managing rosters and support the senior medical staff and junior medical staff engaged by NHW through direct appointment, secondment or rotation. Medical staff, both senior and junior, are a significant workforce to NHW and this role guides and problem solves in ensuring that medical staff are engaged and that clinical service need are being met.</p> <p>The role supports the EDMS with accreditation, applications for funding and other general medical workforce management matters, including managing shift vacancies, operational financial management activities and rostering.</p> <p>This position participates in and/or leadership of related clinical and non-clinical projects within NHW related to the Medical Workforce Unit. Although this is a hands-on role, the MMW leads a team of medical workforce officers that execute many of the tasks.</p>
Position Description reviewed:	November 2021

Key Accountabilities:

1.	Work closely with the EDMS in a medical workforce plan, developed based on a clinical service plan, in identifying the medical workforce needs of the hospital in the next year.
2.	Work closely with the EDMS in establishing and recruiting to the medical workforce requirement.
3.	Work closely with the EDMS in a medical workforce recruitment and retention strategy.
4.	Liaise with medical workforce managers of tertiary hospitals and other regional partners in creating a memorandum of understanding and ensuring adequate seconded medical staff for NHW's clinical service needs.
5.	Liaise with the Hume VRGP (Vocationally registered Rural Generalist) Program in ensuring that NHW provides support for rural generalists in Rural Generalist Intern Training Program (M2M), RG1 (Rural Generalist) and RG2 Years, which in turn supports NHW's clinical service needs.

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6.	Liaise with VRGP for funding and accreditation of all rural generalist training position.
7.	Liaise with Post Graduate Medical Council of Victoria and the relevant Vocational Training Colleges, and work with the EDMS, Supervisors of Training and Medical Workforce Officers in leading and coordinating the successful accreditation of interns, HMO (Hospital Medical Officers) and college training positions
8.	Responsible for the application and reporting components of funding submissions for VRGP and STP funded positions.
9.	<p>Oversee 3x medical workforce officers in recruitment, appointment, rostering of medical staff. This includes:</p> <ul style="list-style-type: none"> ▪ Managing the annual timetable of HMO appointments and rotations. ▪ Recruitment of both senior and junior medical staff including advertising, initial screening of applications, scheduling of interviews of candidates, and overseeing administration requirements for registration and visas if required. ▪ Oversee the medical workforce officer in the management of rostering: <ul style="list-style-type: none"> ○ Promulgation of rosters ○ Management of late notice changes to guarantee NHW operational capability; ○ Liaison with locum agencies and directly with locums; ○ Reconciling billing and invoicing compliance for locums and external recruitment agencies; ▪ Develop and regularly review position descriptions for HMO positions. ▪ Maintain an up to date HMO handbook ▪ Manage the HMO orientation programs. Undertake regular review and evaluations of the orientation program in conjunction with medical staff, medical services management and presenters. ▪ Oversee and/or undertake internal and external communication regarding HMO rotations and commencements, including but not limited to: <ul style="list-style-type: none"> ○ Liaison with HMO managers at other health services with seconded JMS in NHW ○ Representation of NHW on Greater Western Basic Physician Training Consortium and VRGP forums ▪ Work with the DMS to manage HMO overtime including review and sign-off of timesheets ▪ Work with the DMS to manage the HMO budget, including making recommendations on staffing structure in order to meet clinical service need, safe working hours and minimise costs ▪ Oversee the management of leave entitlements for the HMO workforce. ▪ Oversee mid and end term evaluation processes and act on issues that may arise ▪ Oversee a comprehensive and accurate database of HMOs. Ensure timely entry of data.
10.	Work with the Medical Workforce officers, Clinical Directors and EDMS to oversee the coordination of the locum appointment processes for ad hoc and scheduled vacancies across all medical specialties.
11.	<p>Provide administrative support to the EDMS as required and directed. This will may include support around correspondence, report writing or project research and may cover the following:</p> <ul style="list-style-type: none"> ▪ Assist with the compilation of responses and reports including where appropriate preparing first drafts. ▪ Assistance in the review of policy and procedure manuals as relevant. ▪ Assisting the EDMS in relation to medical quality management, clinical indicator and clinical risk management programs. ▪ In conjunction with EDMS and Recruitment team, oversee the recruitment, on boarding for appointed staff, locum and VMO positions, and support the EDMS to ensure credentialing processes are completed.
12.	Ensure we maintain a system of credentialing for junior medical staff whilst working with the EDMS and Medical Workforce officers to consolidate all medical workforce-credentialing activities into one streamlined area, process and position.
13.	Provide leadership, supervision, support and guidance to the Clinical Resources Officer and Heads of Department Administration Support Officers
14.	<p>Design the medical workforce and create rosters to meet current and projected service needs;</p> <ul style="list-style-type: none"> ▪ Understand, interpret and apply relevant Victorian Industrial awards. ▪ Meet award and related requirements regarding roster patterns and safe working hours and other terms and conditions;

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- Ensure appropriate staffing for operational requirements. This may require sourcing and management of locum appointments;
- Factor annual and other leave into rosters;
- Ensure rosters are promulgated within required timeframes determined by industrial awards or standards of practice.
- Assist the Director of Education and Research with the suitable placement and rostering of medical student placements at NHW

15. Other tasks as directed by the EDMS

Key Relationships:

Internal	External
1. Executive Director of Medical Services	1. Parent Hospitals that provide HMO's on rotation
2. Medical Workforce Officers	2. Medical Colleges
3. Clinical Directors, SMS and JMS	3. PMCV, VRGP
4. People & Culture Division	4. Funding bodies and organisations
5. Executive & Operational Directors	

Key Selection Criteria:

1. Relevant qualifications and/or appropriate experience in human resource management, leadership or management of a large 24/7 facility or similar field. A tertiary qualification in either a clinical, leadership, human resource or managerial discipline would be advantageous.
2. Experience in designing rosters with demonstrated interpretation and practical application of Enterprise Agreements, Fair Work Act and other relevant legislation, ability to work collaboratively with NHW HR support services.
3. Highly organised with energy and ability to prioritise workloads, managing multiple and demanding deadlines whilst undertaking relevant administrative and reporting tasks and upholding a professional demeanour
4. Possess outstanding customer service and communication skills with ability to competently speak in front of large groups, influence outcomes, build and maintain professional relationships with all internal and external stakeholders and work collaboratively.
5. Ability to follow sound governance, work within limits of authority, consult with influence and champion the decisions and objectives of NHW
6. Sound emotional intelligence, appropriate negotiation and influencing skills, demonstrated resilience, reliability, flexibility, teamwork values and a strong sense of wellbeing
7. Demonstrated ability to lead and engage a team, provide mentoring and supervision and promote professional development. Demonstrated ability to lead performance management discussions, follow performance management process, uphold behavioural standards and ensure team accountability.
8. Ability to develop and implement initiatives of continuous quality improvement within the Employee's designated area of work with a demonstrated customer focused approach to service delivery
9. Familiarity of the AMA Victoria - Victorian Public Health Sector - Medical Specialists Enterprise Agreement and Doctors in Training Enterprise agreement (Desirable)

In addition to the above, all staff must have an remain current for continued employment, the following:

1. Current Class C Driver's Licence
2. A current National Police Check (renewed every 3 years)
3. A current Employer Working with Children Check (renewed every 5 years)

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Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category C. Covid-19 Vaccination and yearly Flu Vaccination required.

Diversity:

We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.

Mandatory Training:

It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Assessment:

In order to help ensure continued employee, patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards, participation in quality improvement activities, and compliance with the policies, procedures, practices and organisational goals and objectives of NHW
- Staff are required to contribute to the development and maintenance of the NHW Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation
- A positive risk culture at NHW is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

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Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:

Signature:

Date:

POSITION DESCRIPTION – Jobs Demands Checklist

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The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	Manager Medical Workforce
Department / Unit:	Medical Workforce
Workplace Location:	Green Street Campus

Frequency Definitions:

I Infrequent - intermittent activity exists for a short time on a very infrequent basis	C Constant - activity exists for more than 2/3 or the time when performing the job
O Occasional - activity exists up to 1/3 of the time when performing the job	R Repetitive - activity involved repetitive movements
F Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	N Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks				X		
Standing	Remaining standing without moving about to perform tasks		X				
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes		X				
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks		X				
Kneeling	Remaining in a kneeling posture to perform tasks						X
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks						X
Leg / Foot Movement	Use of leg and / or foot to operate machinery						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)	X					
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder	X					
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body	X					
Head / Neck Postures	Holding head in a position other than neutral (facing forward)	X					
Hand & Arm Movements	Repetitive movements of hands and arms		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands		X				
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work						X

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Driving	Operating any motor powered vehicle		X					
Sensory Demands:								
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc				X			
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries				X			
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals							X
Taste	Use of taste is an integral part of work performance, eg: Food preparation							X
Touch	Use of touch is an integral part of work performance	X						
Psychosocial Demands:								
Distressed People	Eg: Emergency or grief situations.				X			
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.				X			
Unpredictable People	Eg: Dementia, mental illness, head injuries.				X			
Environmental Demands:								
Dust	Exposure to atmospheric dust.							X
Gases	Working with explosive or flammable gases requiring precautionary measures.							X
Fumes	Exposure to noxious or toxic fumes.							X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.							X
Hazardous Substances	Eg: Dry chemicals, glues.							X
Noise	Environmental / background noise necessitates people raise their voice to be heard.	X						
Inadequate Lighting	Risk of trips, falls or eyestrain.	X						
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X						
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X						
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X						
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.	X						
The area below is for any special comments or notes on significant physical or other demands required to perform this job:								
Nil								