

Position Description

Emergency Department Roster and Recruitment Coordinator

Classification:	Administration Officer Grade 3
Business unit/department:	Emergency Department
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	38hrs or 40hrs (plus ADO)
Reports to:	Deputy Director (Workforce), Emergency Medicine
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	August 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The Emergency Department Roster and Recruitment Coordinator is responsible for the day-to-day coordination and administration of recruitment, onboarding, orientation, rostering, leave and payroll/timesheet processes for the Emergency Department medical workforce. The role works with a high degree of operational autonomy within established policies, procedures, Enterprise Agreement requirements and approved workforce plans. Workforce priorities, exceptions and decisions are escalated to the Deputy Director, Emergency Medicine - Workforce, who provides oversight of the role. This is a full-time on-site role embedded in the Emergency Department. Consideration of job-sharing arrangement if suitable candidates apply.

About the Directorate/Division/Department

Emergency Services at the Austin consists of the Austin Emergency Department and Short Stay Unit.

The Emergency Department services approximately 90,000 patients per year with a large medical, nursing, allied health and administrative workforce.

The Emergency Department staff work together collaboratively to care for our diverse community. This service aims to be delivered in a timely, and compassionate manner, enhanced through teaching, research, quality improvement and innovation.

Position responsibilities

Recruitment and onboarding

- Coordinate recruitment of Emergency Department medical staff, including interviews, referee checks, documentation and applicant notifications.
- Coordinate rotational placements with external organisations, ensuring trainees meet position requirements under agreed MOUs.
- Act as the key contact for prospective Emergency Department medical staff and maintain an applicant database to support short-term and urgent recruitment needs.
- Maintain the Emergency Department recruitment planner, including vacancies, recruitment activity, commencement dates and workforce requirements.
- Coordinate onboarding requirements, including system access, mandatory training and completion of required documentation
- Coordinate credentialing and appointment documentation, liaising with MWU and HR as required.
- Coordinate employment and onboarding of overseas doctors with MWU, escalating credentialing, registration, visa or employment issues as required.
- Submit employment requisitions, contract variations and terminations for Emergency Department medical staff.
- Monitor lapsing appointments and initiate reappointment processes within required timeframes.
- Coordinate annual junior medical staff recruitment and monitor registrar recruitment against approved EFT allocations, escalating variances as required.

Orientation

- Coordinate the Emergency Department medical orientation process in conjunction with the Deputy Director, Emergency Medicine - Workforce and Directors of Emergency Medicine Training (DEMTs), ensuring all new medical staff receive an appropriate orientation.
- Maintain and update orientation material and distribute it to new staff at the commencement of each rotation or appointment.

Rostering and leave management

- Monitor medical workforce leave balances and support excess leave management and safe roster coverage.
- Maintain the Emergency Department annual leave planner and escalate emerging workforce or roster impacts.
- Coordinate medical workforce rostering, including independent clinicians and nurse practitioners where applicable.
- Develop registrar rotational placement plans with DEMTs, aligned to training requirements and multi-year workforce planning.
- Prepare and maintain rosters in Findmyshift (FMS), in accordance with approved templates, Enterprise Agreements and service requirements.
- Review roster templates to ensure operational and Enterprise Agreement requirements are met.
- Coordinate planned and unplanned leave and roster gaps, including shift changes, internal locums and additional shifts, escalating significant shortfalls.
- Implement excess leave management plans with the Director and Deputy Director, Emergency Medicine - Workforce.
- Liaise with MWU on rostering impacts from central intern and HMO/resident roster changes.



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- Respond to roster shortfalls, including seeking voluntary additional shifts and escalating unresolved staffing risks.
- Coordinate medical staff shift swaps in accordance with Enterprise Agreements and departmental requirements.
- Monitor consultant emergency physician rosters to ensure clinical and support time requirements are met.
- Coordinate timesheet submission and ensure overtime is appropriately authorised and submitted by payroll deadlines.
- Coordinate and record medical staff leave requests and approvals.

Administrative duties

- Liaise with HR and Payroll to resolve medical staff pay queries.
- Process internal medical staff salary transfers within required timeframes.
- Maintain roster and timesheet records for at least seven years in accordance with Austin Health requirements.
- Maintain current medical staff contact details and distribution lists.
- Maintain the ED Registrar email distribution list and relevant Microsoft Teams channels.
- Collaborate with ED administrative staff to support effective communication and coordinated issue resolution.
- Maintain effective handover arrangements and system access to support leave coverage.
- Maintain a current resource folder documenting key processes and workflows to support role continuity

Collaboration with Medical Workforce Unit

- Establish and maintain strong collaborative relationships with the Medical Workforce Unit (MWU) to ensure Emergency Department workforce, recruitment and rostering processes align with organisation-wide requirements.
- Facilitate effective information sharing and knowledge transfer between the Emergency Department and MWU to support consistent processes and continuous improvement.
- Work collaboratively with MWU to proactively plan and optimise medical staffing and recruitment throughout the clinical year.

Selection criteria

Essential skills and experience:

- Demonstrated knowledge of relevant Awards, Enterprise Agreements and industrial documents.
- Understanding of the Victorian junior medical workforce and training requirements.
- Demonstrated ability to resolve complex rostering issues and maintain safe staffing.
- Experience rostering medical staff in a complex, dynamic environment.
- High-level written and verbal communication skills.
- Strong teamwork, collaboration and relationship-building skills.
- Intermediate Microsoft 365 skills and high-level computer literacy.
- Sound understanding of rostering, recruitment and workforce systems.
- Ability to prioritise, use initiative and work independently.
- Flexible and adaptable to changing priorities.
- Sound judgement to identify issues requiring escalation and provide accurate workforce information.
- Previous experience in a hospital or health service environment.

Desirable but not essential:

- Previous experience using the specific rostering (FMS), recruitment (SAP Success Factors), payroll and workforce systems used at Austin Health.



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Professional qualifications and registration requirements

There are no specific professional qualification or registration requirements for this role.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and



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commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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