

Austin Health Position Description



Position Title: Medical Administration Coordinator

Classification:	HS3
Business Unit/ Department:	Division of Surgery, Anaesthesia & Procedural Medicine
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS)SINGLE INTEREST ENTERPRISE AGREEMENT 2016-2020
Employment Type:	Part-Time
Hours per week:	0.8 EFT / 32 hours per week
Reports to:	Divisional Manager - Surgery and Endoscopy Access
Direct Reports:	0
Financial management:	Budget: 0
Date:	May 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home, and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery, and learning.

Our values define who we are, shape our culture and the behaviours, practices, and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve, and we shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

The Medical Administration Coordinators primary responsibility is to oversee all aspects of the medical workforce, ensuring seamless coordination and adherence to organisational policies. Your duties encompass a range of functions essential for the effective operation of the division, with a focus on both junior and senior medical staff.

Key functions include, but are not limited to;

- Rostering
- Credentialling
- Contracts
- Private Practice agreements
- Payments
- Contribute to general reception duties alongside the Administration Assistants

About Division of SAPM

Austin Health's Surgery, Anaesthesia and Procedural Medicine Division (SAPM) is part of the Operations Directorate. The Division manages a number of specialties and services including theatres, CSSD, outpatients and the surgical wards at Austin and Repatriation sites.

SAPM provide a broad range of elective and acute surgical procedures including Liver and Renal transplant and Cardiac surgery. Other surgical specialities include Neurosurgery, Orthopaedics, Plastics, Vascular, Thoracics, Urology, ENT, Paediatrics, General surgery, HPB, UGI, Endoscopy and Radiology services. A number of clinical services within the Division have associated research units.

SAPM promotes a culture that aims to deliver quality patient care. Staff are encouraged to value lifelong learning and as such are provided with time for education and professional development. The aim of this is to ensure that patients receive excellent care at all times and staff satisfaction and professional development is maintained.

Purpose and Accountabilities

Role Specific Responsibilities:

Compliance and Customer Service:

- Ensure all practices related to the employment of medical staff align with organizational, regulatory, and professional body standards, including those set by AHPRA and Australian Learned Colleges.
- Collaborate closely with the Medical Workforce Unit (MWU) and other internal stakeholders to provide customer-focused services to Doctors in Training (DiTs), Senior Medical Staff (SMS), Divisional Directors, Medical Directors, and external customers.
- Uphold a customer service culture and philosophy of teamwork within the Division of SAPM, providing efficient and informative services to medical staff.
- Identify patterns of service problems and implement system improvements to enhance efficiency and effectiveness.
- Serve as the central point of contact for all medical administration queries from internal and external departments, ensuring consistency and standardisation in responses.

Training and Project Management:

- Provide training and guidance to unit-based secretaries within the Division of SAPM on medical administration tasks and responsibilities.
- Seek, collate, and analyse performance data related to medical staff working time within SAPM to assist in budget analysis.
- Undertake specific projects aimed at analysing and challenging current practices to drive improvements in operational efficiency and effectiveness.

Credentialing Requirements:

- Obtain relevant documentation and evidence to ensure appropriate credentialing of DiTs and SMS for their respective positions and treatment modalities.
- Maintain a register of DiT credentialing and scope of clinical practice within SAPM.
- Work closely with the MWU to ensure the accuracy and currency of SMS credentials and scope of clinical practice, and verify these details with relevant Heads of Unit.

Recruitment and Appointments:

- Coordinate all aspects of medical staff employment, including ad hoc and bulk recruitment, for both SMS and DiTs within SAPM.
- Manage medical student and observer placements as requested by SMS.
- Coordinate private practice agreements in collaboration with the MWU.
- Provide prompt and efficient responses to recruitment queries from medical staff.
- Maintain electronic and web-based recruitment interfaces and ensure position descriptions are appropriately maintained in the organizational PD Library.
- Ensure compliance with all employment and regulatory requirements for medical staff within SAPM, including medical registration, visa, and college requirements.
- Process all terminations for medical staff through Managing Positions Online, reconciling with AutoPay, HR, and the SAPM Medical Staff database.

Rostering:

- Develop and review duty rosters for Junior Medical Staff (JMS) across all units within SAPM, in collaboration with Heads of Units (HOUs) and Divisional Managers (DMs).
- Coordinate the uploading of duty rosters to relevant systems and platforms, including The Pulse and Find My Shift (FMS).
- Manage ad hoc changes to scheduled rosters and communicate these changes to relevant stakeholders.
- Coordinate leave relief for General Surgery registrars and maintain accurate session templates for SMS within SAPM.

Budget:

- Support Divisional Managers in developing annual budgets for each unit by maintaining accurate templates of hours worked for medical staff.
- Reconcile rostering and timesheet information with payroll systems, ensuring accuracy and timeliness in payment authorizations.
- Monitor, report, and reconcile Out of Hours claims by medical staff within SAPM.
- Generate end-of-month reports for Finance Resource Managers, including registrar timesheet reviews, leave pool reports, and cost center transfers.
- Provide reports and analysis on high-cost budget drivers, such as registrar overtime and Fee For Service costs.

Human Resource Support:

- Act as a resource for medical staff seeking information on employment-related matters, including variations, leave entitlements, and award conditions.
- Follow up on employment variations with HR to ensure timely processing.
- Maintain records of employment variations and session changes for reference and reporting purposes.

This comprehensive role requires meticulous attention to detail, strong communication skills, and the ability to collaborate effectively with diverse stakeholders to ensure the smooth operation of medical workforce administration within the Division of SAPM.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection Criteria

Essential Knowledge and Skills:

1. **Commitment to Austin Health Values:** Demonstrated dedication to upholding the values of Austin Health
2. **Customer Service and Teamwork Experience:** Track record of providing exceptional customer service and working collaboratively within a team environment to achieve common goals.
3. **Recruitment and Rostering Knowledge:** Sound understanding of recruitment and rostering practices and methodologies, including experience in coordinating both ad hoc and bulk recruitment processes.
4. **Award Interpretation:** Ability to understand, interpret, and implement the requirements of awards, agreements, and industrial instruments relevant to medical workforce management.
5. **JMS and SMS Workforce Structure:** Familiarity with the workforce structure of Junior Medical Staff (JMS) and Senior Medical Staff (SMS) within Victoria, including relevant regulatory frameworks and requirements.
6. **Problem-Solving Skills:** Demonstrated ability to identify and resolve complex issues and challenges.
7. **Interpersonal and Communication Skills:** Highly developed interpersonal and communication skills, essential for building relationships and effectively engaging with stakeholders at all levels.
8. **Professionalism:** Exemplary professional conduct and demeanor, maintaining high standards of ethics, confidentiality and integrity in all interactions and activities.
9. **Multitasking Abilities:** Proven ability to manage multiple tasks and priorities simultaneously, while maintaining attention to detail and meeting deadlines.
10. **Computer Proficiency:** Strong computer skills with intermediate proficiency in Microsoft Excel and Word, essential for data analysis, reporting, and document management.
11. **Numeracy Skills:** Strong numeracy skills, enabling accurate analysis and interpretation of data related to budgeting, pay processing, rostering, and workforce management.
12. **Results Focus:** Results-oriented approach with a track record of achieving targets and meeting timelines in a dynamic and fast-paced environment.
13. **Initiative and Teamwork:** Demonstrated initiative and the ability to work autonomously as well as part of a team, contributing positively to team dynamics and collective success.
14. **Flexibility and Reliability:** Adaptability to change and ability to work effectively under pressure, maintaining reliability and consistency in performance.

15. **Professional Development:** Motivation and commitment to ongoing individual and team professional development, staying abreast of best practices and emerging trends in medical workforce management.

Desirable Knowledge and Skills:

1. **Information Technology Proficiency:** Sound understanding of information technology, including applications relevant to recruitment and rostering management within healthcare settings.
2. **Relevant Qualifications:** Qualifications in Human Resources, Business, or Health Administration desirable.

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aborigineemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	