

# Austin Health Position Description



**Position Title: Medical Workforce Administration Officer**

Classification:	Administrative Officer - HS2
Business Unit/ Department:	Medical Workforce Unit
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Fixed-Term, Full Time
Hours per week:	40 (including ADO's)
Reports to:	Director, Medical Workforce
Direct Reports:	N/A
Financial management:	Budget: N/A
Date:	December 2024

## About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising of 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 2,000 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff, 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](http://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 Workforce Administration Officer is responsible for providing operational and administrative support to the medical workforce at Austin Health and delivering a customer focused service to the medical staff and key internal and external customers.

The key objectives for the Medical Workforce Administration Officer include:

- Provision of a friendly, professional and customer-focused reception service
- Administrative support to the team across various aspects of Medical Workforce Management, including sick leave replacement, rostering and recruitment
- Office administration including mail/mailbox maintenance, database maintenance and stores ordering, and
- Support the MWU Director, Managers and Leads as required.

## About the Medical Workforce Unit (MWU)

The Medical Workforce Unit (MWU) at Austin Health is a central specialised service providing strategic and operational support for all matters pertaining to the medical workforce including recruitment and credentialing, employment and on-boarding, and the management and rostering of medical staff.

The medical workforce at Austin Health itself is a large and dynamic workforce with in excess of 2,000 and includes almost an even number of Doctors in Training (DiTs) and Senior Medical Staff (SMS).

In addition to providing organisational and business support functions, the MWU also oversees the day to day management of the pre-vocational DiT workforce in its entirety at Austin Health and across the various aligned services, including rural rotations.

## Purpose and Accountabilities

### General:

- To work collaboratively and cooperatively within the MWU to deliver a customer focused service to DiTs, SMS and internal and external customers.
- To uphold the customer service culture and philosophy of teamwork within the MWU.
- To work collaboratively with MWU colleagues to cover during periods of leave and high volume workloads.

**Role Specific:**

- Provide high quality customer service in a pleasant and professional manner to DiTs, SMS, Divisional Directors and Divisional Medical Directors, and to our external customers at all times
- To provide efficient and friendly reception to all those who interact with the MWU
- To maintain the relevant MWU email/mailboxes
- To provide information of a general nature to those contacting the MWU, and to escalate queries to the appropriate MWU team member/s if more specialised information is required
- With the support of DiT/MWF Coordinators, cover sick leave and vacant shifts on DiT rosters
- Participation in after hours oncall for Junior Medical Staff
- Maintain DiT after-hours rosters (evening, weekend and overnight rosters) and ensure these are updated in a timely manner
- Data entry - entering and maintaining data/details on relevant systems, registers and databases as required
- Maintain electronic personnel files in accordance with relevant policies and legislation
- To provide accurate information to internal customer areas, including (but not limited to) Human Resources, Payroll Services, Finance and the Clinical Education Unit at Austin Health
- To support the DiT team with roster and recruitment processes
- To ensure timely communication and dissemination of information as required
- To receive, sort and prioritise incoming mail
- General administrative tasks - printing, photocopying, filing and distribution of documents
- To maintain adequate supplies of stationery and store supplies for the MWU
- To maintain the HMO Quarters with relation to supplies and other maintenance as required
- Establish system enhancements where identified improvement opportunities exist
- Assist the Director, Managers and Coordinators with administrative duties as required.

**Other/Operational**

- Provide administrative backup and support across the MWU during periods of leave and high-volume workloads
- Undertake other administrative tasks as requested Director Medical Workforce, Managers and Leads as required
- Participate in the development and update of procedures and process documentation related to this position
- Participate in team meetings and maintain constructive and effective communication with all staff.
- Other duties as required.

**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:**

- A commitment to Austin Health values
- Professional and courteous interpersonal skills and well-spoken telephone manner
- Pragmatic and confident in liaising with a diverse range of stakeholders.
- “Can - Do” Positive Attitude to helping all staff and customers
- Excellent organisational skills and ability to work to deadlines
- Attention to detail and ability to focus when juggling multiple tasks.
- Excellent computer literacy including intermediate proficiency in Microsoft Word, Excel and other relevant packages.
- The ability to function efficiently, accurately and calmly under pressure, displaying flexibility, patience and tolerance
- Discretion and confidentiality with regard to the management and treatment of information
- Demonstrated ability to work under direction as well as working independently as a member of a dynamic team.
- Motivation and commitment to ongoing individual and team professional development.

**Desirable but not essential:**

- Prior experience in a health/medical setting
- A sound understanding of information technology including systems and applications relevant to rostering and recruitment
- Understand and appreciate medical professional etiquette and ethics
- Previous experience within a Medical Workforce Unit or within a Health service.

## 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

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	