

Position Description

Senior Medical Staff Co-ordinator

Classification:	Administrative Officer – HS4
Business unit/department:	Medical Workforce Unit
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	40 (including ADO's)
Reports to:	Senior Medical Staff Manager
Direct reports:	N/A
Financial management:	Budget: N/A
Date:	22 October 2025

Position purpose

The Senior Medical Staff (SMS) Coordinator is responsible for overseeing and managing the units recruitment, credentialing, contracting and general queries. The key objectives for the SMS Coordinator include (but not limited to):

- Coordination and administration of all matters relating to Senior Medical staff recruitment, credentialing, appointments, portfolios, contracting and general EBA queries.
- General system administration of Senior Medical Staff (SMS) systems.
- Supporting the Senior Medical Staff Services Manager and SMS team on other projects or functions as required

About the Directorate/Division/Department

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 and contracting.

The medical workforce department at Austin Health itself is a large and dynamic workforce with more than 2000 doctors which includes Senior Medical Staff (SMS) and Doctors in Training (DiTs).

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.

Position responsibilities

General:

- To work collaboratively and cooperatively within the MWU to deliver a customer focused service to SMS and internal and external stakeholders.
- 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.

Senior Medical Staff (SMS) specific:

- Credentialing and recredentialing of doctors.
- Supporting departments with interview preparation and recruitment processes.
- Process and track employment in Success Factors and Employee Central
- Effectively manage and oversee the preparation and issue of SMS employment contracts (new and variations) in a timely and accurate manner.
- Prepare and issue relevant Private Practice Agreements that are applicable for new as well as existing SMS.
- Liaise with hiring managers/ head of units and administration staff to ensure validity of SMS Contract details where required.
- Update systems to coincide with employment onboarding and changes (incl TrakCare and email distribution lists etc).
- Maintain SMS position description library.
- Answer ad hoc queries relating to SMS contracts, variations, position descriptions and TrakCare.
- Management of SMS leave, oncall/ recall rosters and administration of fee for service. Maintain electronic personnel files in accordance with relevant policies and legislation.

Other/Operational

- Provide backup and support across the SMS team during periods of leave and high-volume workloads.
- Provide support to the Senior Medical Staff Services Manager and Director Medical Workforce 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 administration 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://oppic/>
- 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



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Selection criteria

Essential Knowledge and skills:

- Excellent attention to detail.
- Sound knowledge of recruitment, credentialing, contract practices and methodologies.
- Demonstrated ability to understand, interpret and implement appropriately the requirements of awards, agreements and industrial instruments
- An ability to solve complex employment issues.
- Highly developed interpersonal and communication skills.
- Demonstrated high degree of professionalism.
- Demonstrated ability to juggle multiple tasks and issues simultaneously.
- Strong computer skills with intermediate proficiency in Microsoft Excel and Word.
- Strong numeracy skills.
- Results focused with demonstrated ability to meet targets and timelines.
- Demonstrated initiative and the ability to work independently and as part of a team.
- Flexibility and reliability
- Ability to work in an environment of change and pressure.
- Motivation and commitment to ongoing individual and team professional development.
- A commitment to Austin Health values
- Customer service and teamwork experience.

Desirable but not essential:

- A sound understanding of information technology including applications relevant to the management of recruitment and rostering.
- Knowledge about Medical Specialist Enterprise agreement
- Relevant qualification/s (HR, Business, Health)

Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.

Quality, safety and risk – all roles



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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 cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

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 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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