

POSITION DESCRIPTION

Position Title:	Virtual Services Coordinator, JMS/SMS
Business Unit/Division:	Medical Workforce, Office of Chief Medical Officer
Award Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Classification:	HS3
Employment Type:	Part time Ongoing
Reports to:	Manager, Virtual Services Senior Medical Staff
Date Prepared/Updated:	August 2025
General Role Statement:	

The Coordinator, Senior Medical Staff (JMS/SMS) Recruitment, is responsible for facilitating and supporting the seamless process of medical employment by being part of a team responsible in the following areas:

- Medical workforce planning and maintenance of clinical footprint in conjunction with THE Virtual Services Manager, Finance Business Managers, Divisional Directors and Heads of Unit (HOUs)
- Overseeing the recruitment processes for junior and senior medical staff, including keeping a log of all pending appointments
- Oversee to ensure the governance of selection & appointment for JMS/SMS is in line with the relevant Northern Health Procedures
- Credentialing and Scope of Practice
- Employment contract preparation
- Maintenance of SMS Craft Group Agreements
- Management of SMS Salary Increments
- Assistance with staffing requirements and business cases
- Assistance with applicable Policy and Procedures

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care

- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

Northern Health employs a Medical Workforce to support clinical activities across all its campuses as part of full time, fractional or as a part of the rotational junior medical training and experience programs. The Medical Workforce Unit is responsible for medical workforce planning and the recruitment of senior medical staff (SMS) and junior medical staff (JMS) across Northern Health. The MWU is also responsible for providing employee service functions to medical staff and for providing policy advice on issues relating to employment of medical staff at Northern Health.

This is a key position within the Senior Medical Workforce team providing support to the Manager, Virtual Services Senior Medical Staff to deliver a customer focused service to the Senior Medical Staff at Northern Health, as well as key internal and external customers.

The Virtual Services Senior Medical Coordinator, is responsible for ensuring services are appropriately

delivered pertaining to the recruitment, appointment, credentialing and employment contract preparation of senior medical staff employed at Northern Health.

- Medical workforce planning and maintenance of clinical footprint in conjunction with Virtual Services Manager, Finance Business Managers, Divisional Directors and HOU's
- Overseeing the recruitment processes for junior and senior medical staff, including keeping a log of all pending appointments
- Oversee to ensure the governance of selection & appointment for JMS/SMS is in line with the relevant Northern Health Procedures
- Credentialing and Scope of Practice
- Employment contract preparation
- Maintenance of SMS Craft Group Agreements
- Management of SMS Salary Increments
- Assistance with staffing requirements and business cases
- Assistance with applicable Policy and Procedures

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Operational

- Coordinate the administrative processes as required by the Medical Appointments/Reappointments and Credentialing/Re-credentialing Procedures, including:
 - Credentialing and Scope of Clinical Practice
 - Contracting
 - Rights of Private Practice
- Maintenance of Medical Unit Craft Group Agreements
- Salary analysis and advice for EBA salary structures
- Maintenance of the medical staff database including:
 - Contact details
 - Salary, leave and other data
 - Contract and credentialing details

- Regular auditing against master-file audits
- Providing advice on leave management, clinical support time implementation and other industrial arrangements
- Meet with Heads of Units and Divisional Directors to discuss future staffing requirements, assist with Business Case formulation and costings
- Ensure Work Schedules are maintained for clinical units
- Providing Training and advice to admin support staff and key internal staff within the clinical units
- Coordinate administrative processes related to SMS variations and terminations
- Ensure compliance with relevant legislative and regulatory requirements – medical registration with the medical board as well as immigration and visa requirements
- Support compliance of internal employment/HR requirements (e.g. mandatory training)
- Maintenance of the workforce unit web portal content
- Support and coordinate relevant administrative processes regarding payroll and financial management
- Contribute to the development and review of policies, guidelines and other documentation
- Assistance with Medical Workforce Projects as required (for example RosterOn project)
- Management of SMS timesheets where RosterOn cannot be used and manual processing is required
- Other duties as required or directed by the Manager, Virtual Services or Operational Director, Medical Workforce
- Advocate on behalf of senior clinicians

Financial

- Provide assistance to Finance Business Partners on medical staff to assist with the formulation of the annual budget
- Reconcile clinical footprint (and conduct ongoing reviews to inform business cases) to ensure clinical units do not over recruit against their budgeted clinical footprint (without a relevant business case)

Human Resources/ Payroll

- Provide a point of contact for SMS for human resources and payroll queries
- Observe safe working practices and as far as you are able, protect your own and others' health and safety

Leadership

- Manage the screening requirements for appointment/engagement, employment contracts and on-boarding including medical registration and immigration aspects as required for JMS/SMS. Ensure effective generation and administration of approved and appropriate senior employment contracts for JMS/SMS;
- Manage the administration and management of compliance requirements - working with children checks (WWCCs), medical registration, visa status and other requirements;

Strategic and Project Management Leadership

- All JMS/SMS recruitment coordinators will be buddied and cross-trained to cover planned and unplanned leave.
- Complete other project work as directed

Organisation-Wide Contribution

- Maintain regular communication with clinical stakeholders on the progress of medical appointments and status of readiness for work
- Develop ongoing support relationships with Divisional Directors, HOU's, JMS/SMS and Finance

Business Partners

Innovation and Culture Change

- Implement and maintain accurate and comprehensive information systems ensuring information is maintained regularly;
- Provide monthly reporting of key performance metrics regularly to Manager, Doctor Recruitment for executive reporting

Other

- Assist other MWU Coordinators or Administrative staff where required to meet deadlines, as directed by the Manager, Doctor Recruitment and Operational Director, Medical Workforce.
- The incumbent may be required to travel between campuses of Northern Health as necessary.
- Out of hours work may be required to meet particular priorities and timelines

Key internal relationships:

- Northern Doctors
- Operational Director, Medical Workforce
- Manager, Doctor Recruitment
- Liaise with line management & other administrative staff,
- Heads of Units
- Divisional Directors
- Payroll Services
- People & Culture Staff

Key external relationships:

- Liaise with MWU staff at other hospitals
- Australian Health Practitioners Regulation Agency (AHPRA)
- Medical staff recruitment agencies

SELECTION CRITERIA

*Essential***Qualifications, Registrations and Qualities**

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- Previous experience in staffing recruitment and appointment processes and principles
- Previous experience in payroll, finance or billing for medical specialist would be highly regarded
- Previous experience developing efficient office work processes
 - Demonstrated understanding and application of the Medical award, EBA and entitlements
 - Exceptional skills using:
 - Microsoft Office suite, including Outlook, Word, Excel, Powerpoint
 - Success Factors e-recruitment system
 - CGov e-credentialing system

Knowledge, Skills and Behaviours

- Ability to liaise and work in a calm, clear and concise manner with medical staff and respond to related enquiries in a timely manner
- Exceptional sense of customer service
- Highly organised and flexible work ethic, with high attention to detail
- Ability to schedule and manage tight timeframes along with the capability to prioritise urgent tasks and manage several tasks concurrently on a daily basis
- Excellent verbal and written communication skills, including spelling and grammar.
- Ability to confidently and professionally liaise with senior medical staff
- Proven ability to problem solve and 'think outside the square'
- Ability to work independently as well as consulting and collaborating with others
- Willingness to learn and rapidly acquire knowledge of medical staff appointments, credentialing and Medical Enterprise Bargaining Agreements
- Knowledge of contemporary human resource management issues including Workplace Health and Safety issues, Equal Employment Opportunity, and Anti-discrimination

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date:

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Classification:	HS3
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Reports to:	Manager, Recruitment JMS & SMS
Date Prepared/Updated:	August 2025

General Role Statement:

The Coordinator, JMS Recruitment, is responsible for facilitating and supporting the seamless process of medical employment by being part of a team responsible in the following areas:

- Medical workforce planning and establishment in conjunction with Divisional Directors and Heads of Unit (HOU)
- Participation in Post Graduate Medical Council of Victoria (PMCV) match processes
- Leading recruitment and selection of appointments outside of PMCV/Training College processes alongside HOU and supervisors of training, including recruitment of International Medical Graduates (IMGs) where required.
- Coordination of Junior Medical Staff (JMS) recruitment, credentialing, contracting and onboarding
- Employment contracting of casual and secondment arrangements

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- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
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Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The Northern Doctors Workforce is responsible for managing Junior Medical Staff (JMS) rotations, providing employee service functions to JMS & Senior Medical Staff (SMS) and for providing advice on all issues relating to the employment of medical staff at Northern Health.

The Coordinator, JMS Recruitment, is responsible for facilitating and supporting the seamless process of medical employment by being part of a team responsible in the following areas:

- Medical workforce planning and establishment in conjunction with Divisional Directors and HOU's
- Works closely with rostering team re: JMS vacancies
- Recruitment and selection of paid and unpaid appointments where the Medical Workforce Unit (MWU) has direct responsibility for these functions (eg. interns, HMOs, IMGs, Accredited and Unaccredited registrars)
- Managing all aspects of credentialing, contracting and on boarding of JMS to ensure medical staff are 'work ready'
- Employment contracting of locum and secondment arrangements
- Each doctor rostering and wellbeing coordinator will be buddied with the respective recruitment coordinator, with the same portfolio of departments and will cover planned and unplanned leave within the buddy system

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.

- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.
- and participate in the evaluation and continuous improvement processes.
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- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

- Coordination of junior medical establishment to ensure Northern Health remains adequately staffed for effective clinical service delivery
- Recruitment and selection of paid and unpaid appointments where MWU has direct responsibility for these functions (eg. interns, HMOs, IMGs, Accredited and Unaccredited registrars)
- Managing all aspects of credentialing, contracting and on boarding of JMS to ensure medical staff are 'work ready'
- Ensure effective generation and administration of approved and appropriate contracts for all JMS
- Processing applications for and changes to medical registration and working with IMG coordinator to process Australian Health Practitioners Regulation Agency (AHPRA) applications including changes in circumstances in a timely manner
- Processing applications for and changes to visas and working with IMG coordinator to process visa applications
- Credentialing of junior medical staff in accordance with Northern Health JMS Credentialing and Scope of Practice Policy
- Organise onboarding of JMS including IT access, carparking requests and ID badges.
- Participate in the annual PMCV Intern and HMO match processes for junior doctor recruitment undertaken by Northern Health including reviewing and ranking applicants
- Raise and actively manage vacancies in Success Factors on request from clinical units
- Coordinate casual appointment processes for ad-hoc and scheduled JMS vacancies across all specialties within Northern Health;
- Manage the administration and management of compliance requirements - working with children checks (WWCCs), medical registration, visa status and other requirements;

- Ensure pre-appointment process have been undertaken effectively and efficiently through quality checking of all employment applications
- Conduction of reference checks (excluding PMCV match positions, Fellows and registrars)
- Manage preparation of payroll e-variations and terminations forms and ensure they are actioned
- Participate in the on-call roster

Leadership

- Manage the administrative processes for the annual junior medical appointments/re-appointments for which MWU has direct responsibility
- Manage the advertising, screening, interview scheduling, reference checks and overall administration requirements for appointment/engagement, employment contracts and on-boarding including medical registration and immigration aspects as required for JMS

Strategic and Project Management Leadership

- Complete other project work as directed

Organisation-Wide Contribution

- Maintain regular communication with Manager Operations/Doctor Rostering and Wellbeing & Coordinator Doctor Rostering and Wellbeing to ensure recruitment of positions are captured and accounted for in medical allocations planning for junior medical staffing;
- Maintain regular communication with clinical stakeholders on the progress of medical appointments and status of readiness for work
- Develop ongoing support relationships with Divisional Directors, HOU, SMS and Finance Business Partners.

Innovation and Culture Change

- Implement and maintain accurate and comprehensive information systems ensuring information is maintained regularly;
- Provide monthly reporting of key performance metrics regularly to Manager, Doctor Recruitment for executive reporting

Other:

- Assist other MWU Coordinators or Administrative staff where required to meet deadlines, as directed by the Manager, Doctor Recruitment and Operational Director, Medical Workforce.
- The incumbent may be required to travel between campuses of Northern Health as necessary.
- Out of hours work may be required to meet particular priorities and timelines

Key internal relationships:

- Northern Doctors
- Operational Director, Medical Workforce
- Manager, Doctor Recruitment
- Manager Operations/Rostering and Wellbeing
- Coordinator IMG Affairs
- Rostering Coordinators
- Medical Education Team
- Director of Physician Education
- Supervisors of Training
- Liaise with line management & other administrative staff
- Heads of Units
- Divisional Directors
- Payroll Services
- People & Culture Staff

Key external relationships:

- Liaise with JMS management staff at other hospitals
- AHPRA
- PMCV
- Medical staff recruitment agencies

SELECTION CRITERIA

Qualifications, Registrations and Qualities*Essential*

- Victorian Drivers Licence
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- Proven willingness to learn and adapt to a new environment and understand Junior Medical Staff career pathways, Doctors in Training Enterprise Bargaining Agreement and medical recruitment processes.

Knowledge, Skills and Behaviours

- Knowledge of contemporary recruitment practices, reference checking and due diligence
- High level of communication skills and a sense of customer service.
- Highly organized and flexible work ethic, with high attention to detail
- Proven ability to work cohesively in a small team.
- Ability to liaise and work in a calm, clear and concise manner with medical staff and respond to related enquiries in a timely manner
- Resilience to work in highly demanding and busy environment during peak periods
- Ability to confidently and professionally liaise with JMS
- Excellent written, verbal and interpersonal communication skills with the ability to communicate effectively across a broad range of internal and external clients
- Proficient use of information technology to produce reports.
- High level working knowledge of Microsoft office suite, including Outlook & Excel. Use of RosterOn and Success Factors desirable
- Understanding of legislative and regulatory requirements in health care
- Proven ability to schedule and manage tight timeframes along with capability to prioritise urgent tasks
- Knowledge of contemporary human resource management issues including Workplace Health and Safety issues, Equal Employment Opportunity, and Anti-discrimination
- Demonstrate sensitivity to the needs of individuals and groups, respecting their values, customs and spiritual beliefs

Desirable

- Experience in medical workforce issues in large tertiary hospital environment
- Previous experience in staffing recruitment and appointment processes and principles
- Demonstrated understanding and application of the Medical award, EBA and entitlements
- Understanding of IMG pathways, AHPRA and visa processes.
- Knowledge of credentialing and scope of practice in relation to the credentialing of JMS
- Knowledge or the ability to rapidly acquire knowledge of appointments processes for unpaid medical staff including honorary appointments.

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: