

1. General Information

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| Position Title: | Medical Services Officer |
| Division/Department: | Academic and Medical Services |
| Position Reports to: | Group Manager, Medical Workforce |
| Enterprise/Individual Agreement: | Individual Agreement |
| Classification/Grade: | Not Applicable |
| Location: | Richmond - Pelaco |
| Employment Status: | Full time |
| Resource Management (for Management positions only) Number of Direct Reports: Budget under management: | N/A |
| Key Relationships - internal and external | <ul style="list-style-type: none"> • Executive Director Academic and Medical Services • Group Director Academic and Medical Services • Group Manager Medical Workforce • Clinical Supervisors (Senior Medical Staff) • Clinical Institutes • Director of Medical Services at each facility • Junior Medical Officers e.g. Registrars, HMOs, Interns and Fellows • Specialist Medical Colleges, other public hospitals/health services • Australian Health Practitioner Regulation Agency (Ahpra) and Post Graduate Medical Council of Victoria (PMCV) |

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Position Description

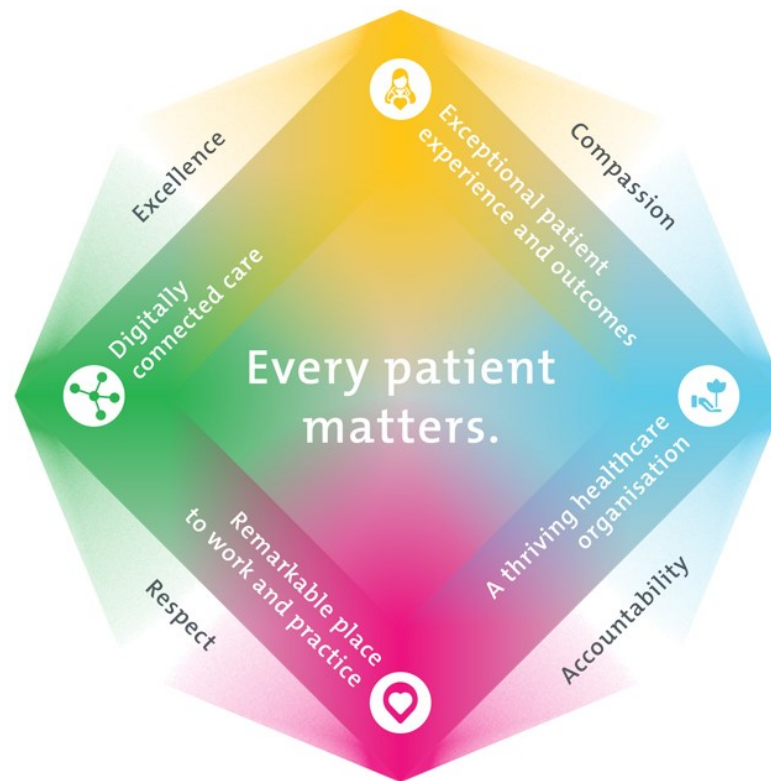


Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The position's primary responsibility is to undertake all tasks associated with the recruitment, selection, onboarding (including credentialing) and orientation of Epworth's Junior Medical Officers (JMOs) and to undertake selected tasks associated with credentialing of Visiting Medical Officers.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

| Clinical Governance Domain | Role |
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| <i>Leadership and culture</i> | Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation. |
| <i>Consumer Partnerships</i> | Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible. |
| <i>Effective Workforce</i> | Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care. |
| <i>Clinical Safety and Effectiveness</i> | Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved. |
| <i>Risk Management</i> | Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies. |

6. Key Accountabilities

| KEY RESPONSIBILITIES | MEASURES/KPIs TO BE ACHIEVED |
|--|---|
| To undertake all tasks associated with the recruitment, selection, onboarding (including credentialing), and orientation of Junior Medical Officers (JMOs). This will include: <ul style="list-style-type: none">All tasks associated with JMO appointments and secondment rotationsLiaison with supervisors re advertising, initial screening of applications, scheduling of interviews | <ul style="list-style-type: none">All junior doctors appointed, orientated and on-boarded within organisational KPIs and agreed timeframesCollege accreditations correct and currentCgov credentialing system documentation completed and correct |

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| <ul style="list-style-type: none"> • Administrative tasks related to Ahpra registration and visas, as required • JMO orientation programs and wellbeing initiatives • Internal and external communication regarding JMO rotations • Liaison with supervisors to manage overtime, safe working hours, JMO entitlements • Maintenance of specialist college accreditation of all positions linked to specialty training programs • Management of financial requirements including secondment invoicing, surgical assisting billing <p>To undertake selected tasks associated with the appointment and reappointment of Visiting Medical Officers (VMOs). This will include:</p> <ul style="list-style-type: none"> • Administrative tasks associated with appointments and reappointments as directed by the Team Leader <p>Other Medical Services tasks as required</p> | <ul style="list-style-type: none"> • JMO billing up to date |
| <p>Provide support to the AMS Executive as required</p> <ul style="list-style-type: none"> • Assist with the compilation of responses and reports including, where appropriate, preparing first drafts. • Assistance in the review of relevant policy and procedure manuals. • Facilitate communication between the Medical Workforce unit and other internal departments and external bodies. • Ensure adherence to legal and statutory Regulations, By-laws, organisational policies and performance management protocols. • Ensure clearly understood processes and timeframes are communicated to staff and internal stakeholders. | <p>Support provided in a timely way</p> |
| <p>Quality, Governance and Compliance</p> <ul style="list-style-type: none"> • Assist with the development, monitoring and review of systems/processes to ensure compliance • Improve and maintain external relationship management for all medical appointments | <p>All tasks completed as per relevant policies and protocols</p> |

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| <ul style="list-style-type: none"> • Ensure all policies and protocols relating to medical workforce matters are kept up to date and maintained • Strive to consistently improve service delivery and actively participate in quality improvement activities within the department | |
| <p>Internal and External Relationships</p> <ul style="list-style-type: none"> • Build effective relationships with key internal and external stakeholders • Ensure a positive, responsive and strong customer focussed service culture | <p>Positive feedback from team members and internal/external stakeholders</p> |
| <p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues | <ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner |

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| Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace <ul style="list-style-type: none"> Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan | <ul style="list-style-type: none"> Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures Mandatory training completed at agreed frequency |
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7. Position Requirements/Key Selection Criteria

| COMPONENT | |
|-----------------------------|--|
| Qualifications | Desirable <ul style="list-style-type: none"> Relevant tertiary qualification |
| Previous Experience | Essential <ul style="list-style-type: none"> Relevant experience in office administration. Experience working in a team environment. Experience in managing competing priorities. High level of interpersonal and organisational skills. Ability to work unsupervised, prioritise and multi-task to meet deadlines. Superior attention to detail Desirable <ul style="list-style-type: none"> Experience working in a medical workforce department. Experience in a health care environment. |
| Required Knowledge & Skills | Essential <ul style="list-style-type: none"> Sound computer skills with Microsoft Outlook, Word and Excel. Customer service and teamwork experience. Excellent written/verbal communication. Ability to communicate effectively with a wide range of people including key stakeholders, Senior Executives and colleagues |

Position Description



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| | Desirable <ul style="list-style-type: none">• Knowledge of medical registration requirements and pathways |
| Personal Attributes & Values <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence | Essential <ul style="list-style-type: none">• Commitment to Epworth HealthCare Values• High degree of professionalism• Motivated to learn and grow through practical experience and teaching• Inquisitive and professional nature• Ability to work in a team and independently• Ability to respond to and resolve inter-professional conflict• Perform duties with integrity and accountability |

Document Control

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|-----------------|---------------------|---|
| Date Developed: | Date Last Reviewed: | Developed and Reviewed By (Position Title): |
| June 2017 | May 2022 | Group Manager Medical Workforce |

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____