Position Description

1. General Information

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Position Title:	Medical Workforce Manager
Division/Department:	Academic and Medical Services
Position Reports to:	Deputy Chief Medical Officer
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	NA
Location:	Richmond - Pelaco
Employment Status:	Full time - Permanent

Resource Management (for Management positions only)
     Number of Direct Reports:
     Budget under management:
	10 EFT
	
	 Nil

Key Relationships - internal and external	• AMS Medical Leadership team • Chief Medical Officer (CMO) and Deputy CMOs • Directors of Medical Services • RACMA registrar • Visiting Medical Officers and employed specialists • Clinical Supervisors • Medical Workforce Unit team members • Junior Medical Officers e.g. Registrars, HMOs and Fellows • Specialist Medical Colleges, other hospitals/health services • Australian Health Practitioners Regulation Agency {Ahpra) & Post Graduate Medical Council of Victoria (PMCV) • Department of Health, Victoria • Epworth Corporate Services staff

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.

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
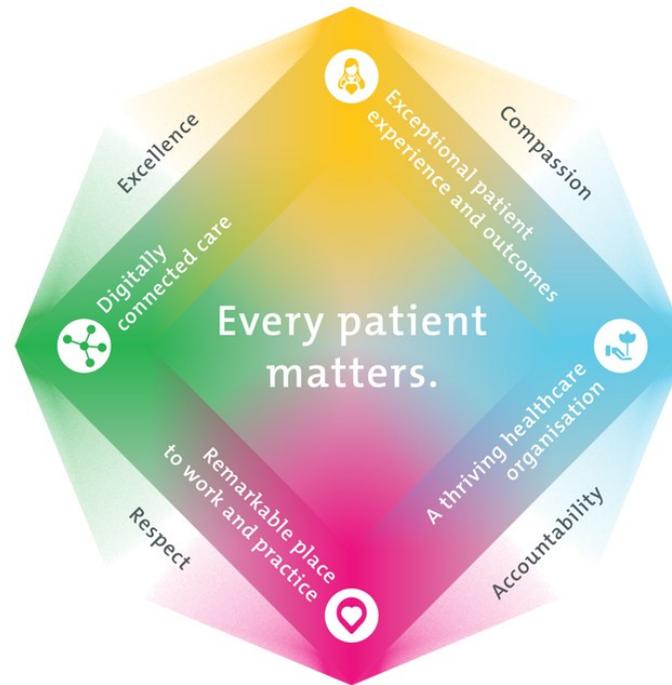
All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare 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

Responsible for leading the Medical Workforce Unit (MWU) to deliver safe, high-quality and compliant support across the full lifecycle of Epworth's junior and senior medical workforce. Accountabilities include credentialing governance and scope-of-practice oversight, regulatory and legislative compliance, workforce planning, , stakeholder engagement and continuous system/process improvement consistent with Epworth values and sector best practice.

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
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	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
Leadership & Governance: - Lead all MWU streams (junior medical workforce, senior medical workforce, credentialing administration, Clinical Institute administration) with clear role clarity, performance and professional development planning. - Embed a culture of safety, quality, accountability and continuous improvement consistent with Epworth values. - Ensure MWU practices meet internal governance and external regulatory requirements (National Standards, credentialling frameworks, legislation).	- MWU KPIs achieved (credentialing cycle times, onboarding timelines, roster compliance, recruitment and contracting timelines). - Evidence of continuous improvement deliverables (system upgrades, SOPs, audit readiness). - Positive stakeholder feedback and escalation resolution within agreed timeframes.

Medical Workforce Planning & Operations: - Lead end-to-end processes: recruitment, credentialing, onboarding, rostering and lifecycle management. - Oversee enterprise agreement-compliant rostering for junior doctors (workload distribution, vacancy management, escalation/dispute pathways). - Partner with CMO/DCMOs, Clinical Institute Directors to align workforce with service demand, safe hours and training needs. Credentialing & Scope of Practice Governance: - Oversee appointment-to-practice and credentialing systems; ensure compliance with Epworth By-laws, Safer Care Victoria expectations and national standards. - Maintain audit-ready credentialing data and timely reappointments; drive digital system optimisation. Regulatory, Legislative & Compliance Oversight: - Monitor, interpret and communicate requirements from Ahpra/Medical Board of Australia (MBA), colleges, PMCV and relevant legislation; ensure MWU compliance. - Provide expert advice on regulatory changes, risks and workforce issues. Stakeholder Engagement & Relationships: - Maintain strong internal relationships (CMO Directorate, Clinical Institutes, P&C, Payroll, department leads). - Represent Epworth with external agencies (colleges, Ahpra, PMCV, other health services) to support training, accreditation and best practice. Systems, Data & Continuous Improvement: - Lead workforce data capture, reporting and analytics to inform risk mitigation and service improvement. - Lead digital transformation, workflow redesign and policy/SOP improvements across MWU.	- Compliance with National Standards, By-laws and regulatory/accreditation requirements.
Project management for system and process	
	• Replace manual, time consuming processes with digital processes.

improvement implementation	• Complete projects on time, within budget and appropriate quality/effectiveness
• Identify and lead the implementation of necessary and desirable system/process enhancements and modifications and add business value through increased efficiencies	
• Develop reports, briefing papers and business cases (as appropriate)	
• Lead or assist medical workforce initiatives, and cross functional projects	
Direct support to the AMS Executive (as required)	• Ensure delivery and compliance of operational activities, projects and outcomes to be within agreed timeframes and budgets
• Assist with the compilation of responses and reports including where appropriate preparing first drafts	• Compliance by Medical Workforce team of all organisational policies
• Assistance in the review of policy and procedure manuals as relevant.	• Timely communication
• 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 internal stakeholders and VMOs	
Quality, Governance & Compliance	• Feedback from key stakeholders regarding quality and timeliness of service provided
• Deliver quality service provided to external and internal key stakeholders	• Budgets and agreed KPIs are met
• Oversee the development, monitoring and review of systems/processes to ensure compliance	• Show a proactive attitude in reviewing, supporting and implementing best practice in medical workforce administration
• Improve & maintain external relationship management for all medical appointments	
Customer Service	• Patient and customer service satisfaction surveys within agreed targets
Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers	• Use AIDET principles in all interactions

Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees • Role model and actively promote a culture of high quality patient care • 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 expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion	• Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

• Ensure all direct reports are held accountable for safety performance and actions	

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Relevant degree/qualification in health administration, business or relevant discipline
Previous Experience	**Essential** • Experience in workforce management • Experience leading a high functioning team • Demonstrable experience in providing excellent internal customer service and continuous improvement • Advanced written and spoken communication skills • Excellent computer skills and sound knowledge of all Microsoft Office applications **Desirable** • An understanding of the acute hospital environment and medical workforce • An understanding of the applicable medical workforce awards and agreements
Required Knowledge & Skills	Essential - Advanced understanding of medical workforce management across senior and junior streams. - Working knowledge of Ahpra/MBA, specialist medical college accreditation, PMCV, National Standards and credentialling governance. - Demonstrated capability in system improvement, policy/SOP development and workforce process redesign. - Ability to interpret and apply industrial/EA obligations to rostering and workforce operations. - High-level interpersonal, negotiation and conflict-resolution skills for senior clinical stakeholder engagement. - Strong data literacy (dashboard/reporting) and ability to use insights for decision-making.
Personal Attributes & Values All employees are expected to consistently	**Essential** • Commitment to patient centred care • Committed to providing a safe environment for patients & colleagues • Commitment to continuous improvement and customer service

work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	• Commitment to self-development & learning • Demonstrate an innovative, proactive and creative mindset • Practices within the ethos of the Epworth HealthCare Values & Behaviours • Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
March 2021	February 2026	Deputy Chief Medical Officer

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: