

# Position Description

<b>Position Title:</b>	Manager Medical Workforce
<b>Reports to:</b>	Chief Medical Officer
<b>Department:</b>	Medical Workforce Unit
<b>Directorate:</b>	Medical Services
<b>Cost centre:</b>	P0904
<b>Code &amp; classification:</b>	Grade 7 (HS7)
<b>Employment conditions:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

## POSITION SUMMARY

The Medical Workforce Unit (MWU) provides a range of strategic and operational services to support medical staff at GV Health. The Manager Medical Workforce has strategic and operational management responsibility for a team delivering medical workforce management services and support to GV Health.

The primary objective of the position is to promote a best practice approach to managing the end-to-end employment life cycle, ensuring continuous improvement in systems and processes to increase accuracy and responsiveness, build confidence in the services and support provided and minimise risks to the organisational relating to employment of the medical workforce. The position is responsible for overseeing the recruitment, engagement and operational management of the medical workforce. The position is also responsible for leading the development, sustainability and improvement of the MWU to ensure the unit is capable and responsive to the needs of the medical workforce at GV Health.

## Positions reporting to this role:

- Medical Workforce Senior Coordinator
- Medical Workforce Coordinator

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to**

- Provide leadership and direction to the Medical Workforce team to deliver strategic and operational services and support to Divisional Clinical Directors (DCD) and Clinical Directors (CD), relevant managers and employees across GV Health
- Build a customer centric operating model that encompasses system improvement and process automation to achieve best practice management of the employment life cycle for the medical workforce
- Establish customer service metrics that are aligned to operational requirements to continuously improve the quality and reliability of services and support provided
- Establish a framework of policies, processes and end-user resources to support the efficient and effective management of employment functions for the medical workforce including operational systems and processes, including reviewing, updating and owning policies and procedures related to Medical Workforce.
- Ensure all responsibilities allocated to the Medical Workforce Unit are completed within expected timeframes and to a high-quality standard.
- Ensure there is afterhours coverage for medical workforce to response to urgent medical workforce requests (e.g. sick leave).
- Ensure compliance with all relevant accreditation bodies (e.g. PMCV)
- Build relationships and engage with key stakeholders (e.g. PMCV, members of Hume Regional Health Alliance) to significantly improve core functions and processes and embed new practices to achieve sustained change
- Ensure suitable experience and skills are maintained within the unit, including, but not limited to, visa assessment and nomination, International Medical Graduate (IMG) APHRA assessments, clinical service workforce design, provision and operations and PMCV governance compliance.
- Build resilience and capability within the Medical Workforce team through cross-functional development and accountability whilst maintaining strong relationships with the Employment Services team.
- Complete Professional Development Reviews of staff within Medical Workforce Unit.
- Ensure staff compliance with GV Health Mandatory Training policy
- Monitor the effectiveness of the medical workforce management framework and implement strategies to continuously improve efficiency, accuracy and reliability
- Build and implement effective communication strategies to support the implementation of changes to systems, processes and practices
- Provide expert advice to the Director Medical Services and Chief Medical Officer on systems and processes for managing the medical workforce end to end employment life cycle, manage systems and influence relationships with vendors to achieve operational objectives and KPIs
- Work in partnership with the Manager Employee Relations, Manager Employment Services and Payroll Manager on the implementation of operational changes arising from enterprise agreements, ensuring effective communication across the organisation to embed changes
- Ensure the Medical Workforce Unit works in partnership with the Clinical Directors to support the recruitment and engagement of senior and junior medical staff
- Maintain a strong connection with the Medical Education Unit to proactively support the training, development and welfare needs of medical staff
- Contribute to:
  - management of the financial functions of the department including the development, monitoring and reporting on the annual budget
  - strategic workforce planning and development in collaboration with internal and external stakeholders
  - the development and provision of the monthly report to the relevant Executive Director against key performance indicators for financial, human resources, quality and risk objectives
  - development and implementation of governance projects/quality committees and activities as required
- Ensure that accurate and complete records are maintained for the medical workforce to ensure compliance with all governance requirements
- Represent GV Health in committees, forums and seminars pertaining to medical workforce issues

- Identify potential funding opportunities and career pathways for medical staff, facilitate applications on behalf of GV Health and ensure compliance with the reporting requirements for any funding received
- Lead and manage projects, programs and initiatives relating to medical workforce management, ensuring the availability of research, data and support
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Undertake other duties as directed by senior management consistent with the classification and scope of this position

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## **KEY SELECTION CRITERIA**

### **Essential:**

- Relevant extensive experience leading and managing a team to deliver customer-focussed operational services and support
- Advanced knowledge of operational human resources systems and processes as they relate to employment and workforce management
- Demonstrated understanding of the medical workforce environment, including the industrial and regulatory framework and Australian Curriculum Framework for junior doctors
- Demonstrated understanding of the Medical Registration and Australian Medical Council process for both Local and International Medical Graduates
- Demonstrated understanding of rostering and workforce management practices as they apply to a 24/7 medical workforce in an acute clinical setting
- Advanced problem solving, delegation, accountability setting and people management skills
- Strong ability to work to strict deadlines and perform to set expectations
- Demonstrated ability to manage and resolve complex situations involving multiple stakeholders, especially regarding situations involving balance of welfare of staff and organisational performance

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## **KEY PERFORMANCE INDICATORS**

### **Your performance will be measured through your successful:**

- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- The department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Junior and Senior Medical Staff vacancy rate <5%
- Minimisation of locum utilisation to urgent and difficult to fill roles only
- 100% of staff Mandatory Training and Professional Development Reviews (PDRs)
- Compliance with all accreditation requirements (e.g. PMCV and ACHS)
- High level of responsiveness to the need and interests of customers

## **AT GV HEALTH ALL STAFF ARE REQUIRED TO**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all pre-employment checks including but not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

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**ACCEPTANCE:**

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

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Medical Services	Manager Medical Workforce
Reviewed by:	Director Medical Services
Issue Date:	May 2025

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## ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

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## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

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## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

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## OUR STRATEGIC PLAN

**The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:**

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

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## FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)