Position Description

Position Title:	Medical Workforce Administration Assistant
Reports to:	Manager Medical Workforce
Department:	Medical Workforce Unit
Directorate:	Medical Services & Chief Medical Officer
Cost centre:	P0904
Code & classification:	Grade 2, Level 1 - 5 (HS2; HS18 – HS21)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 - 2027 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

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 Medical Workforce Administration assistant is responsible for all day to day operational and employment aspects for medical staff at GV Health under the guidance of the Medical Workforce Senior Coordinator and Manager of Medical Workforce. The Medical Workforce Administration Assistant will ensure that processes and policies in place for the Medical Workforce Team align with GV Health, legislative and best practice standards.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- **:** Undertake duties and tasks as directed by the Manager Medical Workforce and overseen by the Medical Workforce Senior Coordinator
- Assist with advertising and recruitment drive, including writing and proof-reading advertisements and position descriptions as directed by the Manager Medical Workforce and overseen by the Medical Workforce Senior Coordinator
- Complete Onboarding of the Intern and HMO yearly intake and the HMO and Registrar recruitment as required by GV Health
- Assisting the relevant Divisional Clinical Director/Clinical Director or other relevant senior Medical Staff with junior and senior medical staff recruitment, onboarding and offboarding
- Manage the on-call phone during business hours, triaging and managing matters as appropriate
- Adhering to secondment health service arrangements including external hospital timesheets and billing
- Provide point of contact for medical workforce queries.

- Entering the JMO rosters in Optima, including populating roster templates, reviewing rosters in line with GV Health requirements and management of Optima. The Administration Assistant will ensure:
    - Shifts are appropriately covered or alternative plans in place; that there is appropriate leave and cover arrangements in place especially, but not limited to, vacancies due to annual leave, exam/course/conference leave and long-term sick leave.
    - all rosters are prepared and distributed and where changes are required, are communicated to all relevant parties in a timely manner.
    - All rosters are prepared in Optima and posted within award requirements
    - All timesheets/Optima processes are checked, coded and processed within required timeframes
- Monitor JMO sick leave and overtime, processing and authorising relevant changes to Optima
- Provide accurate and timely advice to stakeholders on relevant sections of the Doctors-in-Training and Specialist Enterprise Bargaining Agreement
- Assist with the management and compliance of AHPRA Registration related matters for all staff, inclusive of submitting applications for general registration, renewals and changes in circumstance
- Work closely with the Medical Workforce Senior Coordinator for complex medical staff recruitment (e.g. International Medical Graduates and associated visa and APHRA requirements)
- Manage the approval, recruitment, onboarding and offboarding process for locums, ensuring compliance with GVH policies and procedures
- Ensure relevant authority to engage documents are completed for locum placements.
- Facilitate as required the coding, processing and payment of invoices.
- Book accommodation and facilitate the approval of travel requests of Locum staff.
- Ensure details of all medical staff are accurately maintained of the relevant database(s)
- Ensure that all files, records and registers are maintained in accordance with prescribed legislation, standards and guidelines and conduct audits periodically to ensure compliance
- 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
- Complete general administrative tasks to support the Medical Workforce Senior Coordinator and Medical Workforce Manager.
- Undertake other duties as directed by the Medical Workforce Senior Coordinator, Medical Workforce Manager and senior management consistent with the classification and scope of this position

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KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

Essential:

- Proficiency with technical and administrative process relevant to human resources, employment and workforce management.
- Demonstrated technical ability to coordinate competing priorities within own and other's portfolios.
- Sound judgement skills in balancing organisational operational requirements with welfare of staff
- Independently organise and action the day-to-day tasks within the allocated portfolio and escalating to the Medical Workforce Senior Coordinator for complex issues.

Desirable:

- Demonstrated understanding of the Medical Registration and Australian Medical Council process for both Local and International Medical Graduates
- Experience using roster software

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- 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;
- Policies, processes and resources developed are 100% compliant with employment legislation, regulations and Government policy (as varied from time to time)
- Maintenance of accurate and complete files, records and data
- Continuous improvement of systems and processes to increase efficiency and reduce errors
- Provision of timely, accurate and consistent information, advice and support
- Maintenance of professional working relationships with all internal and external stakeholders
- Protection of sensitive and confidential information obtained in the course of employment
- Early referral of high risk/contentious issues to Manager Medical Workforce

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ALL GV HEALTH 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.

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 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.

Medical Services & Chief Medical Officer	**Medical Workforce Administration Assistant**
Reviewed by:	Medical Workforce Manager
Issue Date:	November 2026

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.

OUR PURPOSE

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

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

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

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