

Proposal

Medical Workforce Unit Restructure

23 February 2026

Background

An initial review of governance processes within the Medical Workforce Unit, combined with consultation with team members and Senior Executive Leadership, has highlighted significant governance issues and a lack of clarity regarding roles and responsibilities within the unit. To address these issues, the following changes are proposed:

1. Reclassification for Strategic Leadership
2. Role and Responsibility Redesign
3. Unit Renaming

The proposed restructure aims to deliver:

- More consistent administrative processes across the district
- Stronger oversight of compliance and audit requirements
- Improved responsiveness to clinical services
- Better coordination between People and Culture, Finance and Operational areas.
- Strengthen the development, wellbeing and retention of Medical Workforce Unit staff.

Reclassification for strategic leadership

The Medical Workforce Unit plays a critical role in district-wide governance for medical rostering, medical recruitment, TESL, payroll interfaces, data integrity, and Ministry of Health compliance reporting.

The current Health Service Manager (HSM) 3 classification does not adequately reflect this complexity. The proposed HSM 4 level better aligns the position with the strategic responsibilities and governance requirements of the unit. With fewer direct reports, the Manager will have more capacity to provide high-quality leadership, coaching, and professional support.

The table outlines the changes to the strategic leadership.

Changes	Benefits/Impacts on Services	Staffing impacts
The Manager Medical Workforce HM L3 position will be deleted.	Create the new Manager Medical Administration and Recruitment HM L4 position	1 staff member affected

The Deputy Manager Medical Workforce HM L2 position will be deleted	Create the new Team Leader Medical Recruitment and Credentialling HM L2 position	1 staff member affected
The Team Leader Medical Administration Coastal HM L1 position will be deleted	Create the new Team Leader Medical Rostering HM L1 position.	1 staff member affected
The Team Leader Medical Administration Inland HM L1 position will be deleted	Create the new Team Leader Junior Medical Officer (JMO) Coordination HM L1 position	This position is occupied in a temporary capacity.
The Medical Project Support Officer HM L1 position will be deleted	Create the new Medical Workforce Governance Partner HM L1 position.	1 staff member affected

The following positions will be new positions created:

	Position title	Classification	Location	FTE
1	Manager Medical Administration and Recruitment	HSM 4	Goulburn	1.0
2	Team Leader Medical Recruitment and Credentialling	HSM 2	District	1.0
3	Team Leader Medical Rostering	HSM 1	District	1.0
4	Team Leader Junior Medical Officer (JMO) Coordination	HSM 1	District	1.0
5	Medical Workforce Governance Partner	HSM 1	District	1.0

The following positions will be removed from the structure:

	Position title	Classification	Location	FTE
1	Manager Medical Workforce Unit	HSM 3	Goulburn	1.0
2	Deputy Manager Medical Workforce Unit	HSM 2	District	1.0
3	Team Leader Medical Administration	HSM 1	District	2.0
4	Project Support Officer	HSM 1	District	1.0

Manager Medical Administration and Recruitment HSM L4

Reclassifying the Manager, Medical Workforce position from Health Manager Level 3 to Health Manager Level 4 will strengthen strategic leadership in planning, integration, and delivery of medical workforce administration services.

The Manager, Medical Administration and Recruitment, provides strategic leadership in the planning, integration, and delivery of medical workforce administration services, including rostering and recruitment. The role drives workforce and strategic planning initiatives, policies, and programs to support organisational change and meet workforce objectives. Working collaboratively with senior medical leaders, the position ensures effective implementation of strategic workforce priorities and the provision of high-quality medical workforce services across the District.

Team Leader Medical Recruitment and Credentialling HSM L2

The Team Leader Medical Recruitment and Credentialing leads the LHD’s medical recruitment and credentialing team to deliver end to end recruitment (permanent and temporary) from advertisement through offer and onboarding, and to coordinate medical credentialing/appointments and compliance in accordance with NSW Health and LHD policies-to-end recruitment (permanent and temporary) from

Team Leader Medical Rostering HSM L1.

The Team Leader Medical Rostering leads and coordinates transactional medical rostering services across SNSWLHD, ensuring systems are operationally sound, data processing is optimal, and users are supported to correctly utilise rostering systems. The role also oversees the medical administration rostering team, contributing to policy development, SOPs, and performance improvement to support safe, efficient workforce coverage

Team Leader Junior Medical Officer (JMO) Coordination HSM L1.

The Team Leader JMO Coordination provides operational leadership and oversight of Junior Medical Officer (JMO) coordination and administration functions, ensuring effective workforce planning, rostering, recruitment, payroll and employment compliance outcomes. The role leads a small team to deliver high quality, responsive services that support safe, compliant and sustainable medical service delivery

Medical Workforce Governance Partner HSM L1.

The Medical Workforce Governance Partner manages compliance across all medical workforce governance and operational systems, providing high-quality advice and support to ensure medical workforce appointments, contracts and employment arrangements meet legislative, industrial, policy and accreditation requirements.

2. Role and responsibility redesign

Role and responsibility redesign is essential to ensure the Medical Workforce Unit is aligned to a district wide mandate, supports stronger governance and compliance, removes duplication, balances workloads, enhances staff capability and positions the unit for future operational requirements. The redesign creates clarity, improves service quality and enables the HSM4 leadership role to operate strategically to meet the needs of the District.

Medical Recruitment and Credentialing

The table outlines the changes to Recruitment and Credentialing.

Changes	Benefits/Impacts on Services	Staffing impacts
The Senior Medical Administration Officer AO6 positions will be deleted	Create additional 2FTE Senior Medical Recruitment and Credentialing Officer AO6 positions. Updated position descriptions for the role	2 staff members affected

The Senior Medical Recruitment and Credentialing Officer(A06) positions will have a change to line management	Position will report to Team Leader Medical Recruitment and Credentialing Updated position descriptions for the role	2 staff members affected
The Medical Recruitment and Credentialing Officer A05 position will have a change to line management	Position will report to Team Leader Medical Recruitment and Credentialing Updated position description and title for the role	1 staff member affected
The Medical Recruitment Concierge A04 positions will have a change to line management	Position will report to Team Leader Medical Recruitment and Credentialing Updated position description for the role	2 staff members affected

The following positions will be new positions created:

	Position title	Classification	Location	FTE
1	Senior Medical Recruitment and Credentialing Officer	A06	District	2.0

The following positions will be removed from the structure:

	Position title	Classification	Location	FTE
1	Senior Medical Administration Officer	A06	Coastal	2.0

Revised line management change. The changes to the reporting lines will not have any impact on the services or locations of services.

	Position title	Position number	Current line manager	Line management change
1	Medical Recruitment Concierge Coastal	773259	Team Leader Medical Administration Coastal	Team Leader Medical Recruitment and Credentialing.
2	Medical Recruitment Concierge Inlands	773259	Team Leader Medical Administration Inlands	Team Leader Medical Recruitment and Credentialing.
3	Medical Recruitment and Credentialing Officer	773254	Manager Medical Workforce Unit	Team Leader Medical Recruitment and Credentialing.

4	Senior Medical Recruitment and Credentialing Officer Coastal	773252	Manager Medical Workforce Unit	Team Leader Medical Recruitment and Credentialing.
5	Senior Medical Recruitment and Credentialing Officer Inlands	773252	Manager Medical Workforce Unit	Team Leader Medical Recruitment and Credentialing.

Senior Medical Recruitment and Credentialing Support Officer A06

The Senior Medical Recruitment & Credentialing Officer provides specialised, high-level coordination and support for the recruitment, onboarding, credentialing, contract administration and compliance processes for temporary and permanent medical officers across SNSWLHD.

The role is responsible for accurate and timely contract compilation, credentialing verification, StaffLink and eCredential administration, MDAAC preparation, and supporting rostering and locum engagement arrangements. The position exercises initiative, autonomy and problem-solving skills to ensure efficient, compliant and customer focused service delivery.

Medical Recruitment and Credentialing Support Officer A05

The Medical Recruitment and Credentialing Support Officer provides high level administrative support across the recruitment, onboarding, credentialing and contract administration lifecycle for temporary and permanent medical officers. The role ensures compliance with NSW Health policies and supports timely, accurate processing of contracts, credentialing documents and recruitment actions to meet organisational workforce needs.

Medical Workforce Concierge Administration Officer 4

The Medical Workforce Concierge provides consistent, high-quality customer service and administrative support to medical officers across SNSWLHD. Working within established procedures and under general direction, the role supports onboarding, communication, documentation and workforce administration tasks that improve the experience of medical officers and enhance Medical Administration and Co-ordination operations.

The below table is a summary from the proposed position descriptions of the role expectations across A04, A05 and A06 for medical recruitment, onboarding, contracts and credentialing.

Area	A04 Concierge	A05 Support Officer	A06 Senior Support Officer
Recruitment scope	Supports within procedures; not end-to-end lead	Coordinates admin across recruitment & onboarding	Coordinates end-to-end recruitment for permanent & temporary MOs
Advertising & ATF/REQ	—	Advertises locum roles via EVO; completes ATF/REQ & e-forms	Creates ATF/REQ in ROB; manages related workflows

Contracts	—	Prepares credentialing docs to enable timely contract processing	Compiles/QA all contracts; coordinates release (VMoney/ROB)
Credentialing checks	Escalates as needed	Manages mandatory checks & documentation	Prepares & verifies checks; resolves discrepancies with regulators
Systems governance	Facilitates access (eMR/StaffLink)	Maintains StaffLink & credentialing databases	Manages eCredential & StaffLink integrity
MDAAC	—	—	Prepares submission packs
Logistics	Books accommodation/travel/hire cars	Supports bookings (locums)	—
Rostering & payroll	Basic roster/payroll queries	Processes locum payroll	Supports rosters & locum engagement
Process improvement	Provides feedback	Contributes to improvement	Develops SOPs & guides
Stakeholder liaison	Customer service to MOs & agencies	Responds & escalates	Liaises with DMS/site managers/agencies
Regulatory liaison	—	Manages checks internally	Liaises with AHPRA/WWCC/Visa/NPC
Autonomy	General direction	Independent with limited supervision	High autonomy & judgement

Medical Rostering

Medical Rostering Officer A05

The Medical Rostering Support Officer provides high level administrative and system support for the rostering of medical officers across SNSWLHD. The role is responsible for accurate data entry, roster maintenance, payroll exception resolution, and customer focused support to managers and medical staff to ensure rosters are accurate, compliant and processed in a timely manner.

District Medical Rostering and Finance Officer A06

The District Medical Rostering and Finance Officer provides district-wide management, coordination and implementation of medical rostering and finance administration within the Medical Administration and Coordination Unit while delivering high quality end to end medical administration services that ensure the right people, with the right skills and processes, are in place to meet workforce requirements

The table outlines the changes to Medical Rostering:

Changes	Benefits/Impacts on Services	Staffing impacts
The Medical Administration Officer AO5 positions will have a change to line management	Position will report to Team Leader Medical Rostering Updated position description and title for the role	4 staff members affected
The District Medical Rostering and Finance Officer AO6 position will have a change to line management	Position will report to Team Leader Medical Rostering Updated position description and title for the role	1 staff member affected

Revised line management change. The changes to the reporting lines will not have any impact on the services or locations of services.

	Position title	Position number	Current line manager	Line management change
1	Medical Administration Officer Coastal	773258	Team Leader Medical Administration Coastal	Team Leader Medical Rostering
2	Medical Administration Officer Inlands	773261	Team Leader Medical Administration Inlands	Team Leader Medical Rostering
3	District Medical Rostering and Finance Officer	773242	Manager Medical Workforce Unit	Team Leader Medical Rostering

Junior Medical Officer Coordination

JMO Coordinator AO6

The JMO Coordinator provides administrative, coordination and operational support for the JMO workforce across SNSWLHD. The role is responsible for JMO recruitment cycles, rotations, rostering administration, payroll support, wellbeing initiatives and stakeholder liaison. The position ensures JMOs are supported throughout the employment lifecycle and that operational processes comply with NSW Health and SNSWLHD policies

Note: JMO includes Interns, Residents and Registrars.

The table outlines the changes to JMO Coordination

Changes	Benefits/Impacts on Services	Staffing impacts
The JMO Coordinator AO6 positions have a change to line management	Positions will report to Team Leader JMO Coordination	2 staff members affected

	Updated position description and title for the role	
The Australian Primary Care Prevocational Project Officer AO6 position will have a change to line management	Position will report to Team Leader JMO Coordination Updated position description and title for the role	This position is occupied in a temporary capacity.

Revised line management change. The changes to the reporting lines will not have any impact on the services or locations of services.

	Position title	Position number	Current line manager	Line management change
1	Junior Medical Officer Coordinator Coastal	773258	Manager Medical Workforce Unit	Team Leader JMO Coordination
2	Junior Medical Officer Coordinators Inlands	773261	Manager Medical Workforce Unit	Team Leader JMO Coordination
3	Australian Primary Care Prevocational Project Officer	789665	Manager Medical Workforce Unit	Team Leader JMO Coordination

3. Unit renaming – Medical Administration and Recruitment Unit (MARU)

The current name Medical Workforce Unit no longer reflects the complexity and breadth of the units work. The unit delivers district wide end to end employee life cycle medical administration, rostering governance, finance and incentive processes and cross facility operational coordination. This is not captured by the term Workforce, leading to misalignment and stakeholder confusion.

Benefits of the renaming:

- Improved organisational clarity and stakeholder navigation
- Stronger alignment between name and operational scope
- Enhanced governance and compliance visibility
- Better attraction and retention of staff
- Preparedness for future growth in digital workforce systems and coordination functions

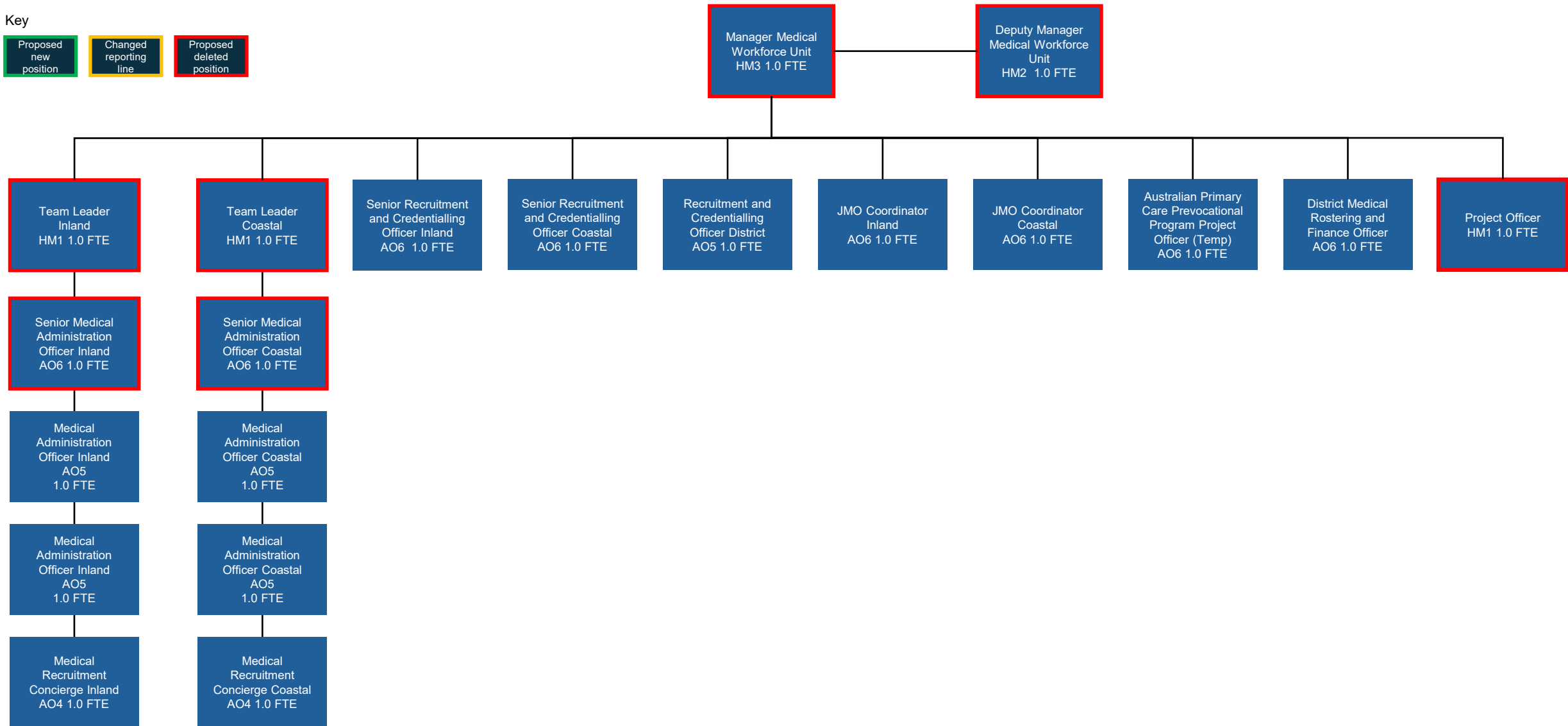
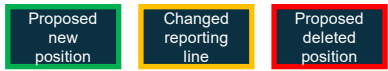
Draft Position Descriptions for positions attached

	Position title	Classification	Location	FTE
1	Manager Medical Administration and Recruitment	HSM 4	Goulburn	1.0
2	Team Leader Medical Recruitment and Credentialling	HSM 2	District	1.0

3	Team Leader Medical Rostering	HSM 1	District	1.0
4	Team Leader Junior Medical Officer (JMO) Coordination	HSM 1	District	1.0
5	Medical Workforce Governance Partner	HSM 1	District	1.0
6	Senior Medical Recruitment and Credentialing Officer	A06	District	4.0
7	District Medical Recruitment and Finance Officer	A06	District	1.0
8	JMO Coordinators	A06	District	3.0
9	Medical Recruitment and Credentialing Officer	A05	District	1.0
10	Medical Rostering Officer	A05	District	4.0
11	Medical Recruitment Concierge	A04	District	2.0

Medical Workforce Unit Current

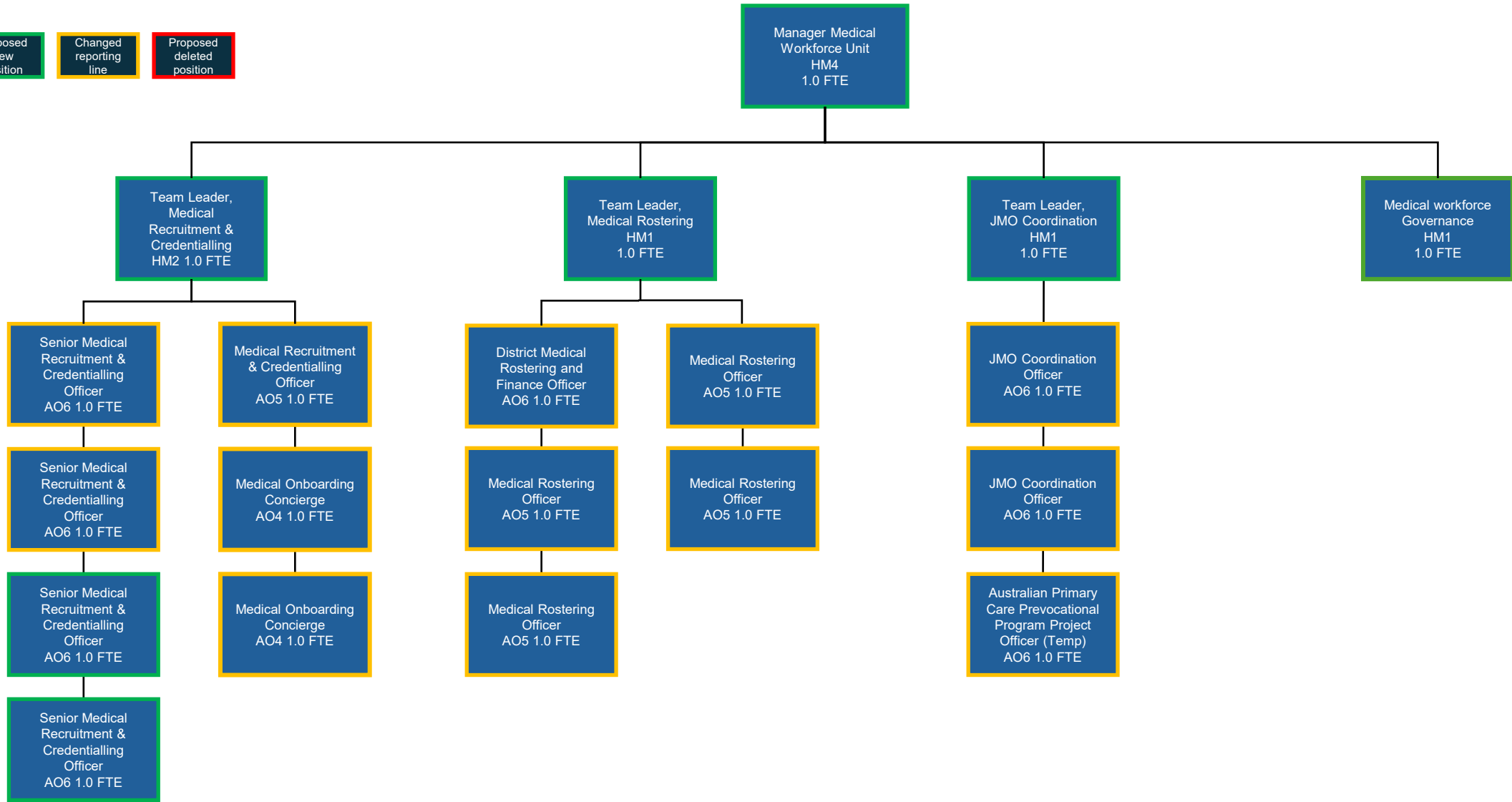
Key



Medical Workforce Unit

Proposed February 2026

Key



POSITION DESCRIPTION

Manager Medical Workforce - Site Negotiable within Southern NSW Health

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Health Mgr Lvl 3
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Vaccination Category	Category B
ANZSCO Code	599999 Clerical and Administrative Workers nec
Website	www.snswhd.health.nsw.gov.au/

PRIMARY PURPOSE

Lead and develop the provision of a specialised medical workforce function which coordinates and integrates services, credentialing, guidance and advice for medical staff to optimise and deliver a skilled and engaged medical workforce to meet the organisations current and future needs.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance

POSITION DESCRIPTION

Manager Medical Workforce - Site Negotiable within Southern NSW Health

requirements and/ or health conditions.

KEY ACCOUNTABILITIES

- Support the development and implementation of the organisation's medical workforce plan and strategy, communicate expectations and obligations, and monitor and report on performance to improve medical workforce outcomes including retention of appropriate number and mix of staff.
- Establish and maintain collaborative and customer focused internal and external relationships to support coordinated service provision to all medical staff including junior medical staff cohort.
- Lead and coach the medical workforce team to manage medical and dental workforce processes including the ongoing review and implementation of practices, policies and procedures and transactional activities such as contracts and VMoney.
- Provide coordination and secretariat support as required to the Medical and Dental Appointment Advisory Committee (MDAAC) to enable the appointment of medical staff.
- Provide high level guidance, support and advice to medical leaders and senior managers matters such as credentialing, compliance, complaints and medical administration; responding to emerging issues to achieve effective resolution with minimal risk to the organisation.
- Oversee and grow a dynamic junior medical workforce engagement program to improve education and development opportunities for medical students and create pathways for employment entry.
- Monitor and evaluate the performance of the medical workforce function and programs of work, provide detailed and reliable analysis to support decision making and identify opportunities for development of new initiatives and resource focus.
- Lead and/ or contribute to projects which support the achievement of organisation level strategic and operational objectives.

KEY CHALLENGES

- Ability to quickly assess and balance multiple competing factors regarding the demands of medical and LHD staff in the context of high pressure activities.
- Guiding and supporting managers through efficient and effective processes and policies to build and maintain quality and informed decisions and relationships while meeting team objectives and deadlines.

POSITION DESCRIPTION

Manager Medical Workforce - Site Negotiable within Southern NSW Health

KEY RELATIONSHIPS

Who	Why
Line Manager	Receive direction, organisational vision and priorities, escalate issues and share information; liaise to obtain strategic direction and guidance.
Work Team	Direct and inspire team, provide advice, coaching and support, build specialist capability and productive relationships.
Medical Practitioners, Managers and Staff	Provide sound, reliable, specialist medical workforce advice, assist with solving issues, create synergy and build productive relationships.
Medical/ Dental Practitioner Candidates and Staff	Ensure effective and customer focused two-way communication, provide a specialist service as the 'one stop shop' for support guidance and advice to medical staff, provide conduit for accessing other services within the organisation such as recruitment, education, payroll.

SELECTION CRITERIA

1. Relevant tertiary qualification, or equivalent work experience, or a combination of study and work experience in human resource/recruitment field.
2. Demonstrated management and leadership experience with ability to contextualise within the health setting.
3. Excellent written and oral communication skills, with demonstrated research and analysis capability.
4. Demonstrated ability to build strong and productive relationships with stakeholders including medical practitioners, Executive teams, facility managers and other internal and external stakeholders.
5. Demonstrated high level organisational and project management skills.
6. High level negotiation and conflict resolution skills.
7. Evidence of a current unrestricted driver's licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those

POSITION DESCRIPTION

Manager Medical Workforce - Site Negotiable within Southern NSW Health

in the workplace.

POSITION DESCRIPTION

SNSWLHD - Manager Locum Workforce/Deputy Manager MWU - Health Mgr Lvl 2

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

The position has a key co-ordination, development and liaison role in the effective delivery of recruitment of medical staff to Southern NSW Local Health District.

The position is responsible for managing the medical recruitment and workforce needs of the District to ensure that these are met at all times through effective management of all stakeholders and include operational, functional and technical compliance monitoring.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance

POSITION DESCRIPTION

SNSWLHD - Manager Locum Workforce/Deputy Manager MWU - Health Mgr Lvl 2

requirements and/ or health conditions.

KEY ACCOUNTABILITIES

- Lead and coach the medical workforce team to manage medical and dental workforce processes including the ongoing review and implementation of practices, policies and procedures and transactional activities such as contracts and VMoney.
- Support the development and implementation of Litmus Workforce Solutions in the LHD.
- Develop and coordinate training and education for multiple users in LHD.
- Collate and compile reporting as directed by Manager.
- Lead and/ or contribute to projects which support the achievement of organisation level strategic and operational objectives.
- Other duties as directed/required.

KEY CHALLENGES

- Delivering and maintaining an effective high quality system and identifying improvement opportunities and integrating the business requirements.
- Ensuring the continued development of the recruitment platform through effective team work, open communication, maintaining customer focus, ongoing professional development and knowledge sharing.

KEY RELATIONSHIPS

Who	Why
Line Manager	Receive direction, escalate issues and share information.
Work Team	Receive enquiries, share information, coordinate workload, build relationships.
Medical Practitioners, Managers and Staff	Provide sound, reliable, specialist medical workforce advice, assist with solving issues, create synergy and build productive relationships.
Litmus VMS provider	Share information, communicate needs, generate solutions, obtain advice, optimise return on investment for the organisation.
Ministry of Health	Share information, communicate needs, generate solutions, obtain advice, optimise return on investment for the organisation.

SELECTION CRITERIA

POSITION DESCRIPTION

SNSWLHD - Manager Locum Workforce/Deputy Manager MWU - Health Mgr Lvl 2

1. Relevant tertiary qualification, or equivalent work experience, or a combination of study and work experience.
2. Experience in the use of an electronic recruitment management platform or health related electronic systems, as well as a high level of computer literacy and proficiency in Microsoft Office applications.
3. Broad understanding of the business processes for sourcing of medical locum staff, of hospitals, Medical Administration and Medical Workforce Unit.
4. Proven project coordination or management, communication and interpersonal skills with ability to provide support for the ongoing development of the Medical Workforce Unit.
5. Demonstrated capacity to analyse data and align procedures with policy to support efficient service delivery and high quality health outcomes.
6. Demonstrated customer service skills and ability to liaise with people at all levels, including information technology vendors, clinicians and support staff.
7. Demonstrated ability to organise and prioritise workload and to set and meet deadlines.
8. Evidence of a current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

POSITION DESCRIPTION

SNSWLHD - Manager Locum Workforce/Deputy Manager MWU - Health Mgr Lvl 2

Job Demands for: SNSWLHD - Manager Locum Workforce/Deputy Manager MWU - Health Mgr Lvl 2

Physical Demands	
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials Infrequent	Sitting - remaining in a seated position to perform tasks Constant
Standing - remaining standing without moving about to perform tasks Occasional	Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes Occasional
Running - floor type: even/uneven/slippery, indoors/outdoors, slopes Infrequent	Bend/Lean Forward from Waist - forward bending from the waist to perform tasks Occasional
Trunk Twisting - turning from the waist while sitting or standing to perform tasks Occasional	Kneeling - remaining in a kneeling posture to perform tasks Infrequent
Squatting/Crouching - adopting a squatting or crouching posture to perform tasks	Leg/Foot Movement - use of leg and/or foot to operate machinery

POSITION DESCRIPTION

**SNSWLHD - Manager Locum
Workforce/Deputy Manager MWU - Health
Mgr Lvl 2**

Infrequent	Infrequent
Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Occasional	Lifting/Carrying - light lifting and carrying (0 to 9 kg) Frequent
Lifting/Carrying - moderate lifting and carrying (10 to 15 kg) Infrequent	Lifting/Carrying - heavy lifting and carrying (16kg and above) Not Applicable
Reaching - arms fully extended forward or raised above shoulder Frequent	Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body Occasional
Head/Neck Postures - holding head in a position other than neutral (facing forward) Frequent	Hand and Arm Movements - repetitive movements of hands and arms Constant
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Constant	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Infrequent

POSITION DESCRIPTION

SNSWLHD - Manager Locum Workforce/Deputy Manager MWU - Health Mgr Lvl 2

Driving - Operating any motor powered vehicle Infrequent	
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Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) Constant	Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries) Constant
Smell - use of smell is an integral part of work performance (e.g. working with chemicals) Not Applicable	Taste - use of taste is an integral part of work performance (e.g. food preparation) Not Applicable
Touch - use of touch is an integral part of work performance Frequent	

Psychosocial Demands

Distressed People - e.g. emergency or grief situations Not Applicable	Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness Not Applicable
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POSITION DESCRIPTION

**SNSWLHD - Manager Locum
Workforce/Deputy Manager MWU - Health
Mgr Lvl 2**

<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	

Environmental Demands

<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p>

POSITION DESCRIPTION

**SNSWLHD - Manager Locum
Workforce/Deputy Manager MWU - Health
Mgr Lvl 2**

Occasional	Infrequent
Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C Infrequent	Confined Spaces - areas where only one egress (escape route) exists Constant
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Infrequent	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Occasional
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks Infrequent	Biological Hazards - exposure to body fluids, bacteria, infectious diseases Not Applicable

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Team Leader - Health Mgr Lvl 1

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

The Network Medical Administration Team Leader is responsible for leading all administration teams and maintenance relating to the rostering for Medical Officers across SNSWLHD along with specific projects.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Team Leader - Health Mgr Lvl 1

KEY ACCOUNTABILITIES

- Grow, manage and set goals for an adaptive, performance focused team of Medical Administration Officers to fill vacancies efficiently with talented, qualified and well-matched Doctors.
- Coordinate, coach and mentor the Medical Administration Officers in all daily activities.
- Track, analyse and report on performance metrics.
- Undertake regular reporting and feedback sessions to Manager to ensure the LHD is receiving expected service and also promote relationship growth with our providers.
- Work closely with relevant stakeholders to develop and implement creative ways for addressing the budget challenges with Agency Locum engagements.
- Ability to interpret and apply NSW Health and SNSWLHD policies and procedures.
- Other duties as requested or required by Manager.

KEY CHALLENGES

- Delivering effective, successful engagement of Agency Locums , whilst also promoting a reduction of Agency Locum cost strategy.
- Modelling, promoting and embedding a culture of proactive rostering and planned engagement of Agency Locums.
- Demonstrating resilience and persistence in balancing competing demands.

KEY RELATIONSHIPS

Who	Why
Medical Workforce Manager	For advice and decisions related to operational management, professional leadership and support.
All Medical Workforce Unit Staff, including DMS, DDMS, DPETs & Department Directors	Collaborate and interact with all staff.
Other LHDs & External Stakeholders	This role liaises with other LHDs and Locum agencies regarding Medical Agency placements, other JMO administrative matters.

SELECTION CRITERIA

1. Relevant tertiary qualification, or equivalent work experience, or a combination of study and work experience.
2. Demonstrated management and leadership experience with ability to contextualise within the health setting.
3. Excellent communication and interpersonal skills, with ability to build and maintain strong partnerships and relationships.

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Team Leader - Health Mgr Lvl 1

4. Excellent written skills, with demonstrated research and analysis capability.
5. Demonstrated knowledge of employment policies and practices, legislation and human resource frameworks with ability to contextualise within the health setting.
6. Superior time management skills with the ability to successfully prioritise and organise daily work routine, and ability to meet predetermined targets and deadlines and to adopt flexible work practices to meet changing priorities.
7. Evidence of a current, unrestricted class C driver's licence. Ability and willingness to travel for work purposes. This may involve driving long distances and overnight stays as required.

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Team Leader - Health Mgr Lvl 1

Job Demands for: SNSWLHD - Network Medical Administration Team Leader - Health Mgr Lvl 1

Physical Demands	
Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials Infrequent	Sitting - remaining in a seated position to perform tasks Constant
Standing - remaining standing without moving about to perform tasks Occasional	Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes Occasional
Running - floor type: even/uneven/slippery, indoors/outdoors, slopes Infrequent	Bend/Lean Forward from Waist - forward bending from the waist to perform tasks Occasional
Trunk Twisting - turning from the waist while sitting or standing to perform tasks Occasional	Kneeling - remaining in a kneeling posture to perform tasks Infrequent
Squatting/Crouching - adopting a squatting or crouching posture to perform tasks	Leg/Foot Movement - use of leg and/or foot to operate machinery

POSITION DESCRIPTION

**SNSWLHD - Network Medical
Administration Team Leader - Health Mgr
Lvl 1**

Infrequent	Infrequent
Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Occasional	Lifting/Carrying - light lifting and carrying (0 to 9 kg) Frequent
Lifting/Carrying - moderate lifting and carrying (10 to 15 kg) Infrequent	Lifting/Carrying - heavy lifting and carrying (16kg and above) Not Applicable
Reaching - arms fully extended forward or raised above shoulder Frequent	Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body Occasional
Head/Neck Postures - holding head in a position other than neutral (facing forward) Frequent	Hand and Arm Movements - repetitive movements of hands and arms Constant
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Constant	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Infrequent

POSITION DESCRIPTION

**SNSWLHD - Network Medical
Administration Team Leader - Health Mgr
Lvl 1**

<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	
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<p align="center">Sensory Demands</p>	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Frequent</p>	

<p align="center">Psychosocial Demands</p>	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>

POSITION DESCRIPTION

**SNSWLHD - Network Medical
Administration Team Leader - Health Mgr
Lvl 1**

<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	

Environmental Demands

<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p>

POSITION DESCRIPTION

**SNSWLHD - Network Medical
Administration Team Leader - Health Mgr
Lvl 1**

Occasional	Infrequent
Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C Infrequent	Confined Spaces - areas where only one egress (escape route) exists Constant
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Infrequent	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Occasional
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks Infrequent	Biological Hazards - exposure to body fluids, bacteria, infectious diseases Not Applicable

POSITION DESCRIPTION

SNSWLHD - District Medical Rostering & Finance Officer

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Admin Off Lvl 6
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provides management, coordination and implementation of medical rostering and finance administration in the Medical Workforce Unit.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

POSITION DESCRIPTION

SNSWLHD - District Medical Rostering & Finance Officer

KEY ACCOUNTABILITIES

- Manage the coordination and implementation of the medical and finance administrative process and practices line with Policy Directive and SNSWLHD Local Policy and Procedures
- Provide advanced support throughout the staff lifecycle such as recruitment, induction, leave management (including TESL), rostering, and payroll applications.
- Participates as a high performing administration team member and identifies issues that may impact on timely administration tasks.
- Provide excellent customer service and accurate advice to candidates, hiring managers and staff regarding Incentive eligibility and entitlements.
- Provide timely and accurate information to relevant stakeholders and Finance Team as required to ensure accurate administration and financial oversight.
- Collaborate with the HR teams and Medical Workforce Unit to prepare documents and assist with the interpretation and development of policy to meet organizational outcomes.
- Support Hiring Managers to ensure rostering and financial policies are effectively managed and monitored
- Other duties as requested or required by Manager.

KEY CHALLENGES

- Managing competing priorities collaboratively meeting strict deadlines in a demanding, complex work environment.
- Providing comprehensive support to SNSWLHD to ensure that medical rostering and finance administrative process provides support to employees and candidates to ensure SNSWLHD achieves goals.
- Adhering to the Ministry of Health reporting and auditing requirements.

KEY RELATIONSHIPS

Who	Why
Line Manager	Receive direction, escalate issues and share information.
Work Team	Participate in meetings, share information, coordinate workload.
Staff supporting HR and medical processes	Efficiency of service, building relationships, process navigation.
ACT Health	Ensure the provision of a customer focused service, respond to queries and resolve issues.
Service providers	Receive queries, identify and escalate issues.

SELECTION CRITERIA

1. Relevant qualification, or equivalent work experience, or a combination of study and work experience in related field.

POSITION DESCRIPTION

SNSWLHD - District Medical Rostering & Finance Officer

2. Well developed interpersonal, verbal and written communication, consultation and negotiation skills necessary to gather and share information while building and maintaining effective collaborative relationships and teamwork with a diverse range of stakeholders at all levels.
3. Proven time management skills with the ability to meet deadlines and respond to rapidly changing priorities and demands in a complex and high volume multidisciplinary environment.
4. Demonstrated ability to provide a broad range of administrative services to support the effective rostering and finance transactions for all medical staff.
5. Evidence of ICT and records management skills including the use of databases, applications and systems along with high level use of the Microsoft suite of programs.
6. Demonstrated high level analytical and problem solving skills including the ability to facilitate decisions and recommendations across the organisation.
7. Proven ability to locate, interpret, work within and communicate relevant processes, legislation, and awards.
8. Evidence of a current unrestricted driver's licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- All employees must take all reasonable care for themselves and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

POSITION DESCRIPTION

SNSWLHD - District Medical Rostering & Finance Officer

Job Demands for: SNSWLHD - District Medical Rostering & Finance Officer

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Occasional</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

POSITION DESCRIPTION

**SNSWLHD - District Medical Rostering
& Finance Officer**

<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Frequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Constant</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

POSITION DESCRIPTION

**SNSWLHD - District Medical Rostering
& Finance Officer**

Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Frequent</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

POSITION DESCRIPTION

**SNSWLHD - District Medical Rostering
& Finance Officer**

<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Occasional</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Infrequent</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

POSITION DESCRIPTION

**SNSWLHD - District Medical Rostering
& Finance Officer**

<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Occasional</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Partner

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Admin Off Lvl 6
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provides specialised support services to the medical workforce unit for all aspects of district medical recruitment processes in to ensure the right people, with the right skills are recruited in a timely manner to meet workforce requirements and future needs.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Partner

KEY ACCOUNTABILITIES

- Provides excellent customer service and accurate advice to recruiting managers to improve customer experience and satisfaction.
- Provide accurate advice to enquiries related to standard pay and award entitlements, leave entitlements and conditions of employment, and refer complex enquiries where required.
- Participates as a high performing recruitment team member and identifies issues that may impact on timely recruitment of successful candidates.
- Assists the recruitment and workforce team in providing functions related to record management
- Coordination of the Recruitment and Onboarding (ROB) and eCredential systems, and recruitment campaigns.
- Ensure accurate data/information is entered in to StaffLink and other systems for employment checks
- Develop, implement and monitor office systems, policies, procedures, and methods, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures.
- Other duties as requested by Manager.

KEY CHALLENGES

- Coordinating recruitment processes in a complex environment with a diverse, high volume workload with attention to detail in an environment where priorities and demands change rapidly whilst working positively and effectively with staff and managers across the organisation.
- Exercising initiative, problem solving and working independently with limited supervision and in the absence of the manager/s to successfully achieve key accountabilities.
- Liaising with Service Directors, Clinical Directors and relevant administration support at each site to facilitate all facets of recruitment for appointments of SMOs & HMOs. This could include, but not limited to, booking of interviews, coordination of panels, preparing paperwork for the Medical and Dental Appointments Advisory Committee (MDAAC).

KEY RELATIONSHIPS

Who	Why
Line Manager	Escalate issues, propose solutions and provide updates. Provide advice on administrative processes.
Work Team	Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes.
Customers	Monitor, address and/or escalate requests and provide services. Manage the flow of information, seek clarification and provide advice.
Medical/ Dental Practitioner Candidates and Staff	Monitor, address and/or escalate requests. Manage the flow of information, seek clarification and provide advice and responses.

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Partner

SELECTION CRITERIA

1. Relevant qualification, or equivalent work experience, or a combination of study and work experience in related field.
2. Demonstrated high level administrative experience with ability to contextualise within the health setting.
3. Excellent written and oral communication skills, with demonstrated analysis capability.
4. Demonstrated ability to build strong and productive relationships with stakeholders including medical practitioners and other internal and external stakeholders.
5. Demonstrated high level organisational skills.
6. Demonstrated high level computer skills, proficiency in the use of Microsoft Office packages, Internet and standard Health Service applications, including but not limited to TRIM/Content Manager, Health Roster, StaffLink, ROB, eCredential and Oracle.
7. Adaptive customer service and conflict resolution skills.
8. Evidence of a current unrestricted driver's licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- All employees must take all reasonable care for themselves and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Partner



Job Demands for: SNSWLHD - District Medical Recruitment Partner

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Occasional</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Partner



<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Frequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Constant</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Partner

Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Frequent</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Partner

<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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Environmental Demands	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Occasional</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Infrequent</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

POSITION DESCRIPTION

**SNSWLHD - District Medical Recruitment
Partner**

<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Occasional</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Coordinator

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Admin Off Lvl 6
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provides support services for all aspects of network medical administration processes in Southern NSW Local Health District (SNSWLHD) to ensure the right people, with the right skills and process are available in a timely manner to meet workforce requirements.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Coordinator

KEY ACCOUNTABILITIES

- Provides excellent customer service and accurate advice in administration to improve customer experience and satisfaction.
- Undertakes end to end administrative activities to ensure effective and efficient practices provide timely and supportive practices.
- Provide accurate advice to enquiries related to rostering, recruitment standard pay and award entitlements, leave entitlements and refer complex enquiries as required.
- Participates as a high performing administration team member and identifies issues that may impact on timely administration tasks.
- Prepare documents and assist with the interpretation of policy and provision of training and advice for all medical administration activities to support the service delivery of the unit/department.
- Other duties as required or requested by Manager.

KEY CHALLENGES

- Managing competing priorities collaboratively meeting strict deadlines in a demanding, complex work environment.
- Utilising judgement and initiative to provide high level administrative support and customer service.

KEY RELATIONSHIPS

Who	Why
Line Manager	Receive direction, escalate issues and share information
Team	Participate in meetings, share information, coordinate workload
Staff supporting HR and medical processes	Efficiency of service, building relationships, process navigation
Service providers	Receive queries, identify and escalate issues

SELECTION CRITERIA

1. Relevant qualification, or equivalent work experience, or a combination of study and work experience in related field.
2. Demonstrated experience in Administrative/Clerical functions with ability to understand, interpret and provide advice about policies, procedures and awards.
3. Sound knowledge of Microsoft Office suite and relevant industry specific software programs, including rostering systems.
4. Proven organisational and time management skills with the ability to meet deadlines and manage competing demands in an often reactive environment.
5. Demonstrated ability to work with minimal supervision with proven ability to be flexible in attaining work goals and work as an effective team member.
6. Demonstrated excellent customer service skills with proven verbal and written skills.
7. Excellent communication and interpersonal skills.

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Coordinator

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- All employees must take all reasonable care for themselves and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Coordinator

Job Demands for: SNSWLHD - Network Medical Administration Coordinator

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Occasional</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

POSITION DESCRIPTION

**SNSWLHD - Network Medical
Administration Coordinator**

<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Frequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Constant</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Coordinator

Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Frequent</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Coordinator

Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies

Not Applicable

Environmental Demands

Dust - exposure to atmospheric dust

Not Applicable

Gases - working with explosive or flammable gases requiring precautionary measures

Not Applicable

Fumes - exposure to noxious or toxic fumes

Not Applicable

Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE

Not Applicable

Hazardous Substances - e.g. dry chemicals, glues

Infrequent

Noise - environmental/background noise necessitates people raise their voice to be heard

Not Applicable

Inadequate Lighting - risk of trips, falls or eyestrain

Occasional

Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight

Infrequent

Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C

Infrequent

Confined Spaces - areas where only one egress (escape route) exists

Infrequent

POSITION DESCRIPTION

**SNSWLHD - Network Medical
Administration Coordinator**

<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Occasional</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Officer

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Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Admin Off Lvl 5
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provides administrative services to support the functions of the Medical Workforce Unit. This includes ensuring the timely recruitment and onboarding of medical staff.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

KEY ACCOUNTABILITIES

- Provide a full range of administrative services, managing work priorities and work flow to ensure efficient and effective recruitment of SMOs including but not limited to Locums, VMOs, HMOs and CMOs. Ensuring processes are in accordance with relevant NSW Health/ Local health District policy directives.
- Collect and compile information for, and prepare documentation and correspondence.
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information.
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.
- Undertake medical recruitment duties as required, including medical recruitment, rostering and onboarding of medical staff as required.

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Officer

- Other duties as required by Manager.

KEY CHALLENGES

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.
- Utilising judgement and initiative to provide high level streamlined administration support and customer service.

KEY RELATIONSHIPS

Who	Why
Line Manager	Escalate issues and provide updates.
Work Team	Participate in meetings, share information and provide input on issues.
Medical Practitioners	Respond to queries regarding the recruitment and onboarding process and redirect, escalate or resolve issues.
Customers	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.

SELECTION CRITERIA

1. Relevant qualification, or equivalent work experience, or a combination of study and work experience in related field.
2. Demonstrated administrative experience with ability to contextualise within the health setting.
3. Strong interpersonal, written and oral communication skills.
4. Excellent customer service skills, with a focused and responsive approach to managing enquiries whilst maintaining strict confidentiality.
5. Demonstrated ability to build strong and productive relationships with stakeholders including medical practitioners and other internal and external stakeholders.
6. Demonstrated ability to utilise initiative, organisational and problem solving skills to manage workflows and anticipate and meet the needs of senior management.
7. Evidence of a current unrestricted driver's licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Officer

- relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
 - All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
 - All employees must take all reasonable care for themselves and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Officer

Job Demands for: SNSWLHD - District Medical Recruitment Officer

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Occasional</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

POSITION DESCRIPTION

**SNSWLHD - District Medical Recruitment
Officer**

<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Frequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Constant</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Officer

Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Frequent</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - District Medical Recruitment Officer

<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Occasional</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Infrequent</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

POSITION DESCRIPTION

**SNSWLHD - District Medical Recruitment
Officer**

<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Occasional</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Officer

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Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Admin Off Lvl 5
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provides medical administration support services to the team/unit to support the achievement of the team/unit outcomes.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Officer

- Undertake medical administration duties as required including medical rostering and the recruitment and onboarding of medical staff.
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.
- Respond to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate information.
- Provide excellent, professional customer service to share information and build relationships.
- Other duties as required or requested by Manager.

KEY CHALLENGES

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.
- Utilising judgement and initiative to provide high level streamlined administration support and customer service.

KEY RELATIONSHIPS

Who	Why
Line Manager	Receive direction, escalate issues and share information.
Work Team	Receive enquiries, share information, coordinate workload, build relationships.
Medical Practitioners	Building relationships, process navigation, share information, respond to queries and resolve issues.
Service Providers (eg. Healthroster Team, HealthShare)	Ensure the provision of a customer focused service, respond to queries and resolve issues.

SELECTION CRITERIA

1. Relevant qualification, or equivalent work experience, or a combination of study and work experience in related field.
2. Demonstrated administrative experience with ability to contextualise within the health setting.
3. Sound knowledge of Microsoft Office suite and relevant industry specific software programs
4. Proven organisational and time management skills with the ability to meet deadlines and manage competing demands in an often reactive environment.
5. Demonstrated ability to work with minimal supervision with proven ability to be flexible in attaining work goals and work as an effective team member.
6. Demonstrated excellent communication and customer service skills with proven verbal and written skills.
7. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Officer

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- All employees must take all reasonable care for themselves and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Officer

Job Demands for: SNSWLHD - Network Medical Administration Officer

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Occasional</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Officer

<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Frequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Constant</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Officer

Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Frequent</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - Network Medical Administration Officer

<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Occasional</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Infrequent</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

POSITION DESCRIPTION

**SNSWLHD - Network Medical
Administration Officer**

<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Occasional</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>

POSITION DESCRIPTION

SNSWLHD - Medical Administration Concierge

Working in Southern NSW... People Caring for People

Our staff work in collaboration with all team members to ensure the needs of our patients and families are central to the decisions of the health care we provide.

You are committing to demonstrate the CORE values and behaviours

Collaboration, Openness, Respect and Empowerment.

Organisation	NSW Health
Local Health District / Agency	Southern NSW Local Health District
Position Classification	Admin Off Lvl 4
State Award	Health Employees Administrative Staff (State) Award
Category	Human Resources and Recruitment Recruitment and Resourcing
Website	www.snswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provides excellent customer service to improve the onboarding experience of medical officers through enhanced communication, consistent information sharing, building rapport and medical administration support. The Medical Administration Concierge supports the Medical Workforce team to achieve the unit/department outcomes.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

POSITION DESCRIPTION

SNSWLHD - Medical Administration Concierge

KEY ACCOUNTABILITIES

- Provide excellent, professional customer service to share information and build relationships that positively promote the organisation to attract a skilled medical workforce contributing to a culture of quality improvement creating an attractive place to work.
- Provide administration support throughout the staff lifecycle during onboarding.
- Utilise organisational skills, initiative and judgement to set priorities and manage workflows with limited direction using established principles, techniques and methods to support the service delivery of the unit/department and ensure all activities and tasks are completed in accordance with their identified urgency and priority.
- Prepare documents and reports and assist with the interpretation of policy and advice for all medical administration activities.
- Support the manager and team with activities to ensure ongoing improvement in local processes.
- Other duties as requested or required by Manager.

KEY CHALLENGES

- Managing competing priorities collaboratively meeting strict deadlines in a demanding, complex work environment.
- Utilising judgement and initiative to provide high level administrative support and customer service.

KEY RELATIONSHIPS

Who	Why
Line Manager	Receive direction, escalate issues and share information.
Work Team	Participate in meetings, share information, coordinate workload
Network Medical Staff	Ensure the provision of a customer focused service, respond to queries and resolve issues.

SELECTION CRITERIA

1. Demonstrated experience in Administrative/Clerical functions with ability to understand and interpret policies, procedures and awards.
2. Sound knowledge of Microsoft Office suite and relevant industry specific software programs, including rostering systems.
3. Proven organisational and time management skills with the ability to meet deadlines and manage competing demands in an often reactive environment.
4. Demonstrated ability to work with minimal supervision with proven ability to be flexible in attaining work goals and work as an effective team member, including delegating tasks as appropriate.
5. Demonstrated excellent customer service skills with proven verbal and written skills.
6. Excellent communication and interpersonal skills.
7. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays.

POSITION DESCRIPTION

SNSWLHD - Medical Administration Concierge

OTHER REQUIREMENTS

- Southern NSW Local Health District is committed to providing a person centred environment focusing on all aspects of safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.
- All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.
- All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.
- All employees must take all reasonable care for themselves and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

POSITION DESCRIPTION

SNSWLHD - Medical Administration Concierge

Job Demands for: SNSWLHD - Medical Administration Concierge

Physical Demands	
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<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
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POSITION DESCRIPTION

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POSITION DESCRIPTION

**SNSWLHD - Medical Administration
Concierge**

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Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
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POSITION DESCRIPTION

**SNSWLHD - Medical Administration
Concierge**

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POSITION DESCRIPTION

**SNSWLHD - Medical Administration
Concierge**

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Position Description



Working in Southern NSW Local Health District - People Caring for People

Working with our communities to foster trust and engagement in the care they need to live healthy lives. Our staff work in collaboration with other health care team members to ensure the needs of our patients and families are central to all decision making.

When you choose to work within the Southern NSW Local Health District, you are committing to and are accountable for demonstrating the CORE values and behaviours of **Collaboration, Openness, Respect and Empowerment.**

Complete this Position Description template after reading the [SNSWLHD Guide to Writing a Position Description](#). Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Position Title	Manager Medical Administration and Coordination Unit
Award	Health Managers (State) Award
Position Classification	Health Manager Level 4
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	The Manager, Medical Administration and Coordination, provides strategic leadership in the planning, integration, and delivery of medical workforce administration services, including rostering and recruitment. The role drives workforce and strategic planning initiatives, policies, and programs to support organisational change and meet workforce objectives. Working collaboratively with senior medical leaders, the position ensures effective implementation of strategic workforce priorities and the provision of high-quality medical workforce services across the District.

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Provide high-level leadership in developing and implementing medical workforce strategies aligned with organisational priorities and future needs.
2. Oversee compliance with legislative, industrial, and organisational frameworks through effective policy development, review, and implementation.
3. Direct complex medical workforce functions, including recruitment, rostering, credentialing, and contracts, ensuring efficiency and risk mitigation.
4. Build and maintain strong relationships with senior medical leaders, executives, and external bodies to influence workforce outcomes.
5. Deliver authoritative advice on workforce matters, including industrial relations, compliance, grievances, and credentialing, managing sensitive issues to minimise risk.
6. Lead, mentor, and develop a high-performing workforce team, fostering accountability, innovation, and continuous improvement.
7. Evaluate workforce performance through data analysis and reporting, identifying trends and recommending strategic initiatives.

Position Description

8. Lead and contribute to major workforce projects and organisational change initiatives, including cultural transformation and succession planning.
9. Ensure workforce-related requirements for accreditation and quality standards are met through proactive planning and monitoring.
10. Drive strategies for diversity, inclusion, and workforce capability development, supporting organisational goals and future workforce sustainability.

Key Challenges *(max of 3 key challenges)*

1. Demonstrating resilience and sound judgment in managing competing demands within a complex, high-volume environment while delivering both strategic workforce initiatives and operational outcomes.
2. Leading and influencing managers and stakeholders to adopt workforce strategies, policies, and cultural initiatives, ensuring engagement and accountability across diverse clinical and non-clinical settings.
3. Navigating sensitive workforce issues—including industrial relations, credentialing, and governance—while ensuring compliance with legislative, policy, and accreditation requirements to minimise organisational risk.

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Line Manager	Receive direction, subject matter expertise, escalate issues
2	Executive Director Medical Services, Director Medical Services, General Managers	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
3	HR and Workforce staff across the LHD	Share information, provide advice, subject matter expertise, to ensure consistency and continuous practice improvement
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Ministry of Health	To ensure that SNSWLHD communicates adequately and complies with relevant reporting, professional registration and notification requirements.
2	Other external agencies including recruitment agencies	To develop and maintain positive and collaborative working relationships

Staffing

Direct Reports	4.00 FTE
Indirect Reports	15.00 FTE

Essential Requirements

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Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Tertiary qualifications in Human Resources, Business, Health Administration, or a related field, or equivalent extensive experience in workforce management within a complex health environment.
2. Demonstrated experience in managing medical workforce functions, including recruitment, rostering, credentialing, and contract administration, within a large health service.
3. Proven ability to lead strategic workforce initiatives, including policy development, workforce planning, and organisational change projects.

Position Description

4. Extensive understanding of legislative, industrial, and accreditation frameworks, with experience ensuring compliance and managing risk in workforce operations.
5. Ability to influence and negotiate effectively with senior executives, medical leaders, and external stakeholders to achieve workforce objectives.
6. Strong skills in analysing workforce data, monitoring performance, and providing strategic advice to inform decision-making and continuous improvement.
7. Demonstrated ability to lead, mentor, and develop high-performing teams, fostering a culture of accountability, innovation, and service excellence.
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

(Note this section is standard across SNSWLHD and is not to be changed or edited)

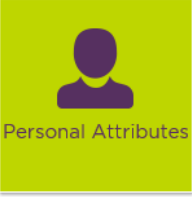



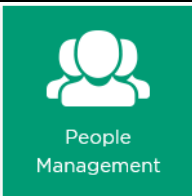

Southern NSW Local Health District is committed to providing a patient centred environment focusing on all aspects of patient safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.

All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

Position Description

Working in Southern NSW Local Health District - People Caring for People

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When you choose to work within the Southern NSW Local Health District, **you are committing to and are accountable for demonstrating the CORE values and behaviours of Collaboration, Openness, Respect and Empowerment.**

Complete this Position Description template after reading the [SNSWLHD Guide to Writing a Position Description](#). Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Position Title	Team leader Medical Recruitment and Credentialing
Award	Health Managers (State) Award
Position Classification	Health Manager Level 2
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Lead the Southern NSW Local Health District's (SNSWLHD) medical recruitment and credentialing team to deliver end-to-end recruitment (permanent and temporary) from advertisement through offer and onboarding, and to coordinate medical credentialing/appointments and compliance in accordance with NSW Health and SNSWLHD policies.

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Plan, allocate and monitor team workload; recruit, onboard, coach and performance-manage a team of six to achieve service, quality and timeliness targets within budget and policy.
2. Oversee all permanent and temporary medical recruitment campaigns, ensuring compliant advertising, candidate care, selection processes, offers, contracts and onboarding.
3. Coordinate documentation and workflows for credentialing, re-credentialing and appointments (e.g., Staff Specialists, Visiting Medical Officers/Practitioners, Fellows), including submissions to MDAAC or equivalent committees, in line with NSW Health and LHD procedures.
4. Ensure compliance with AHPRA registration, working rights/visa requirements, employment screening (e.g., WWCC, NCRC), and relevant policy directives; identify and mitigate risks, escalating where required.
5. Build effective relationships with Clinical Directors/Heads of Department, Medical Administration/Workforce, HR, Payroll and executive to meet workforce priorities and service plans.
6. Develop, maintain and continuously improve standard operating procedures, checklists and templates to streamline recruitment, credentialing and onboarding.

Position Description

7. Produce accurate regular and ad-hoc reports (pipeline, time-to-hire, vacancy aging, offer acceptance, onboarding status, credentialing cycles) to inform decision-making and performance management.
8. Monitor expenditure and drive cost-effective approaches (e.g., targeted sourcing to reduce agency reliance), balancing service continuity with budget parameters.
9. Provide expert advice and training to managers on recruitment/credentialing policies and system use; support change initiatives impacting medical workforce administration.
10. Ensure accurate, secure and timely record-keeping (e.g., recruitment files, credentialing documentation, contracts) in accordance with policy.

Key Challenges *(max of 3 key challenges)*

- Managing high-volume campaigns and credentialing timelines with competing priorities and critical deadlines, while sustaining quality and candidate experience.
- Coordinating complex compliance requirements (AHPRA, visas, WWCC/NCRC) and ensuring complete, accurate submissions for appointments/committees.
- Leading a multi-skilled team and influencing diverse clinical stakeholders across sites to achieve consistent practices and outcomes.

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Manager Medical Administration and Coordination	Direction, escalation, performance feedback, alignment to service plan
2	Medical Executives, medical leads, and facility managers	Define workforce needs, plan recruitment/credentialing cycles and resolve complex matters
3	Medical Recruitment and Credentialing team	Coordinate employment contracts, onboarding, payroll set-up and policy compliance
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	External bodies (AHPRA, Colleges, Visa/Immigration)	Validate registrations, training status and working rights; support timely commencement.
2		

Staffing

Direct Reports	7.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

- Relevant tertiary qualification and/or equivalent experience in human resources/medical administration.
- Compliance with NSW Health employment screening (e.g., WWCC, NCRC) and pre-employment health declaration.
- Vaccination Risk Category B role requirements.

Position Description

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Relevant tertiary qualification and/or equivalent experience in human resources/medical administration with demonstrated experience leading a medical recruitment/credentialing function, including supervision, coaching and performance development of a team in a complex, high-volume environment.
2. Proven capability to deliver end-to-end recruitment (advertisement to onboarding) for medical staff, with strong candidate care and stakeholder engagement.
3. Advanced knowledge of NSW Health/LHD policies and processes for credentialing, appointments and SMO/JMO employment, including AHPRA and visa requirements.
4. Highly developed planning, prioritisation and problem-solving skills with the ability to manage multiple campaigns and fixed committee deadlines.
5. Excellent communication, negotiation and relationship-building skills with senior clinicians and corporate stakeholders.
6. Demonstrated ability to develop SOPs, improve processes and use HR/recruitment systems and reporting to drive performance and compliance.
7. Sound financial acumen with experience monitoring costs and implementing strategies to reduce external agency reliance while meeting service needs.

Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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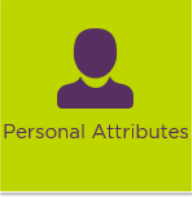



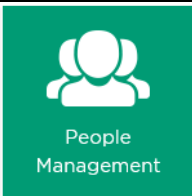

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All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

Position Description

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Role Details	
Position Title	Team Leader Medical Rostering
Award	Health Managers (State) Award
Position Classification	Health Manager Level 1
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	The Team Leader Medical Rostering leads and coordinates transactional medical rostering services across Southern NSW Local Health District (SNSWLHD), ensuring systems are operationally sound, data processing is optimal, and users are supported to correctly utilise rostering systems. The role also oversees the medical administration rostering team, contributing to policy development, Standard Operating Procedure (SOPs), and performance improvement to support safe, efficient workforce coverage.

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Coordinate day-to-day medical rostering activities to ensure accuracy, completeness and timely interface with payroll to proactively plan coverage and reduce unnecessary agency locum utilisation
2. Provide leadership, coaching and mentoring to Medical Roster Support Officers and support a culture of accountability and continuous improvement.
3. Administer and maintain rostering systems, ensuring high data integrity and effective resolution of roster and pay enquiries.
4. Support medical leaders and department managers in the effective use of rostering systems through guidance, training and educational resources.
5. Coordinate roster build processes, including on-call, after-hours, leave coverage and safe roster compliance with relevant Awards and policies.

Position Description

6. Produce routine and ad-hoc reports to support decision-making on workforce utilisation, allowances, overtime and roster exceptions.
7. Maintain and update internal procedures, SOPs and work instructions to ensure consistency and efficiency in medical rostering workflows.
8. Foster productive working relationships with clinical, corporate and external stakeholders to support operational and service delivery outcomes.
9. Ensure records and information are managed in line with NSW Health and SNSWLHD requirements
10. Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

1. Balancing high-volume, competing service demands while maintaining accuracy and timeliness in rostering operations.
2. Supporting workforce planning and locum reduction strategies while maintaining safe and effective clinical service coverage.
3. Ensuring data integrity, system optimisation and timely resolution of complex payroll/rostering issues

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Manager Medical Administration and Coordination Unit	Receive direction, escalate issues and align operational priorities
2	Medical Rostering support officers	Coordinate workloads and provide direction, facilitate coaching and drive service quality
3	Directors of Medical Services, Medical Leads, Heads of Department, Facility managers	Support roster requirements, change management and operational planning
Does this role routinely interact with external Stakeholders?		
<input type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Locum Agencies	Liaise regarding agency placements and engagement processes
2	Ministry of Health / Other LHDs	Collaborate on system improvements, shared processes and technical support

Staffing

Direct Reports	5.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Current unrestricted Class C Driver's Licence and ability to travel across the district as required.

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

Position Description

1. Relevant tertiary qualifications and/or equivalent experience using and supporting large, complex payroll/rostering systems and understanding 24-hour rostering practices.
2. Demonstrated leadership and team coordination skills with a strong customer service focus and ability to maintain confidentiality.
3. Demonstrated ability to interpret and apply relevant NSW Health/SNSWLHD policies, Awards, legislation and agreements related to rostering and pay.
4. Highly developed analytical and problem-solving skills, including interpretation of rostering system reports.
5. Excellent written and verbal communication skills with the ability to educate and support system users.
6. Proven organisational and time-management skills with ability to manage competing priorities in a high-volume environment.
7. Proficiency in Microsoft Office and capacity to learn and apply rostering technologies.
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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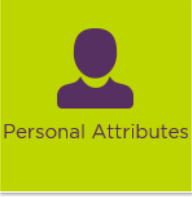



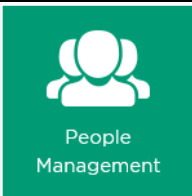

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All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

Position Description

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Role Details	
Position Title	Team Leader JMO Coordination
Award	Health Managers (State) Award
Position Classification	Health Manager Level 1
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	The Team Leader JMO Coordination provides operational leadership and oversight of Junior Medical Officer (JMO) coordination and administration functions, ensuring effective workforce planning, rostering, recruitment, payroll and employment compliance outcomes. The role leads a small team to deliver high quality, responsive services that support safe, compliant and sustainable medical service delivery

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Lead, manage and support a team of JMO Coordination staff to deliver consistent, accurate and timely JMO workforce services aligned with NSW Health legislation, awards and policies.
2. Oversee day to day JMO coordination activities including recruitment, appointments, contracts, onboarding, rotations, term allocations and separation processes.
3. Coordinate and monitor JMO rosters in collaboration with medical administration and clinical leaders, ensuring compliance with the Medical Officers' Award and local service requirements.
4. Provide oversight of JMO payroll processes, including roster input, timesheet verification, leave management and resolution of pay discrepancies.
5. Manage workforce data accuracy across relevant systems (e.g. HealthRoster, StaffLink), ensuring data integrity, authorisation and compliance with governance standards.
6. Act as the escalation point for complex workforce issues, including unplanned leave, roster gaps, industrial queries and sensitive staff matters.
7. Contribute to JMO workforce planning and reporting through analysis of trends, risks and staffing impacts to inform operational decision making.
8. Develop, implement and continuously improve standard operating procedures and processes to enhance efficiency, compliance and customer experience.

Position Description

9. Coordinate and support JMO orientation and communication activities to ensure JMOs are well informed and supported throughout the employment lifecycle.
10. Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

1. Managing competing workforce priorities and tight timeframes in a complex and high-risk clinical environment while maintaining compliance.
2. Balancing operational service delivery with effective people leadership and team development responsibilities.
3. Responding to rapidly changing workforce circumstances, including unplanned absences and service demands, with sound judgement and initiative.

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Manager Medical Administration and Workforce / Director Medical Services	Escalation, advice, reporting and operational guidance
2	Director Prevocational Education and Training / Medical Administration and Workforce team	Coordination or rotations, education requirements and workforce planning
3	Medical leads, Heads of Department and Facility Managers	Collaboration on JMO allocation, rostering and service needs.
Does this role routinely interact with external Stakeholders?		
<input type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Ministry of Health	Systems support, payroll and workforce process alignment
2	Other Local Health Districts / Networks	Coordination of rotations, secondments and relief arrangements

Staffing

Direct Reports	3.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

- Relevant tertiary qualifications or equivalent experience in health administration, medical workforce management or human resources.
- Demonstrated experience leading and supervising staff in a service delivery or operational environment.
- Current unrestricted NSW Driver Licence with the ability and willingness to travel as required.

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Relevant qualifications or equivalent experience in medical workforce administration, health services or human resources within a complex service environment.
2. Demonstrated experience leading and supervising staff in a service delivery or operational environment and coordinating JMO workforce functions including recruitment, rosters, rotations, contracts and payroll processes.
3. Proven ability to lead, supervise and develop a small team to deliver high quality, customer focused services.

Position Description

4. Sound knowledge of industrial instruments, policies and governance requirements relating to Medical Officers.
5. Strong organisational and time management skills with the ability to prioritise competing demands and meet critical deadlines, along with well developed interpersonal and communication skills with the ability to provide clear, authoritative advice and build effective working relationships.
6. Demonstrated analytical and problem solving skills, including managing escalated and complex workforce issues.
7. Demonstrated proficiency in workforce information systems and Microsoft Office applications, particularly Excel
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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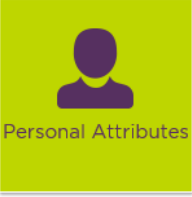



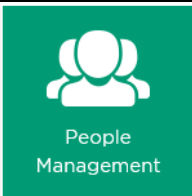

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Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

Position Description

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Role Details	
Position Title	Medical Workforce Governance Partner
Award	Health Managers (State) Award
Position Classification	Health Manager Level 1
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	The Medical Workforce Governance Partner manages compliance across all medical workforce governance and operational systems, providing high-quality advice and support to ensure medical workforce appointments, contracts and employment arrangements meet legislative, industrial, policy and accreditation requirements.

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Provide exemplary customer-focused support to medical managers, facilities and workforce teams, ensuring a professional and responsive service model.
2. Manage and maintain medical workforce governance compliance across credentialing and scope of clinical practice, contracts of employment, risk assessments, and right to work requirements.
3. Coordinate and monitor medical practitioner credentialing and clinical privileging processes in accordance with NSW Health policies and accreditation standards.
4. Support Visa nomination, sponsorship and compliance processes for international medical graduates in collaboration with relevant stakeholders.
5. Conduct regular audits and reviews of medical workforce data and documentation to ensure compliance with legislative, industrial and policy frameworks.
6. Accurately maintain medical workforce systems and records, ensuring changes are authorised within delegations, compliant and completed within required timeframes.
7. Develop, review and maintain local guidelines, procedures and governance tools to strengthen medical workforce compliance and data integrity.
8. Provide advice and analysis to support informed workforce planning, risk mitigation and operational decision-making.
9. Contribute to training and capability building of managers to improve understanding and effective use of medical workforce systems and processes.

Position Description

10. Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

1. Maintaining high levels of compliance across complex and time-critical medical workforce governance requirements in a dynamic service environment.
2. Balancing risk management, policy compliance and business needs while supporting effective medical service delivery.
3. Responding to complex or sensitive workforce governance issues with sound judgement, initiative and professionalism.

Key Relationships

<i>Who?</i>		<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Line Manager	Escalation of issues, guidance and performance management
2	Medical Administration and Workforce teams	Collaborative management of workforce processes and systems
3	Medical Leads, Site Managers and General Managers	Provision of advice to support safe, compliant and effective medical workforce decisions
Does this role routinely interact with external Stakeholders?		
<input type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i>		<input type="checkbox"/> No
1	Ministry of Health	Advice and policy interpretation
2	Regulatory bodies including AHPRA	Compliance, credentialing and regulatory alignment.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

- Relevant tertiary qualifications and/or equivalent experience in workforce governance, human resources or medical administration.
- Demonstrated knowledge of medical workforce governance, including credentialing, contracts, Visa requirements and risk management frameworks.
- Current unrestricted NSW Driver Licence with willingness and ability to travel as required.

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Relevant tertiary qualifications and/or equivalent experience in workforce governance, human resources, or medical administration.
2. Demonstrated experience in medical workforce governance, including credentialing, scope of practice, employment contracts and compliance with legislative, industrial and policy requirements.
3. Demonstrated knowledge of medical workforce regulatory obligations, including right-to-work, visa/sponsorship processes, risk management frameworks and NSW Health policy and accreditation standards.
4. Ability to deliver high-quality customer service and build effective relationships with senior medical staff, managers and key stakeholders, along with high-level communication and interpersonal skills, with the ability to provide clear advice, manage sensitive issues and influence outcomes through collaboration.

Position Description

5. Strong organisational skills with the ability to manage competing priorities, meet deadlines and maintain accuracy in a high-risk governance environment.
6. Well-developed analytical and problem-solving skills, with the ability to assess risks, interpret complex information and provide clear, evidence-based advice.
7. Proficiency in workforce information systems and Microsoft Office (especially Excel), with experience maintaining data integrity and producing accurate reports.
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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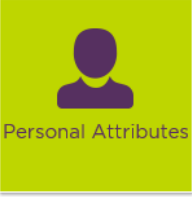



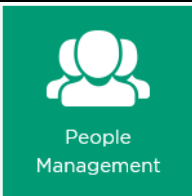

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Position Description

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	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
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Role Details	
Position Title	Australian Primary Care Prevocational Program Project Officer
Award	Health Employees' Administrative Staff (State) Award
Position Classification	Administration Officer Level 6
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role (Why does this role exist? 1 or 2 sentences only)	The APCPP Project Officer coordinates the planning, delivery and evaluation of primary care rotations for prevocational and junior medical officers across SNSWLHD. The role builds and maintains partnerships with general practices and Aboriginal Community Controlled Health Services, supports recruitment and onboarding, organises orientation and supervision logistics, administers rostering and payroll interfaces for rotations, and ensures assessment and reporting align with the Australian Medical Council National Framework for Prevocational (PGY1 & PGY2) Medical Training.

Key Accountabilities (max of 8-10 key accountabilities)

1. Plan, coordinate and deliver APCPP primary care rotations in partnership with participating general practices and ACCHSs, ensuring placements meet national program parameters and SNSWLHD requirements.
2. Coordinate JMO recruitment and onboarding for APCPP rotations, including credentialing, visas (if applicable), WWCC, vaccination compliance, IT/EMR setup, and accommodation logistics.
3. Organise and support JMO orientation for each rotation, working with DPETs, term supervisors and practice supervisors to confirm supervision structures, escalation pathways, and learning objectives.
4. Administer rotation schedules and roster interfaces, including leave coordination, attendance tracking, and supporting contingency planning for unplanned leave.
5. Manage APCPP assessment processes, including EPA observations, mid-term and end-of-term assessments, reminders, collection, and secure storage of assessment documentation.
6. Maintain accurate data and records for all participating JMOs and practices, and prepare reports required by SNSWLHD, HETI, and the Commonwealth.

Position Description

7. Provide timely advice and support to JMOs, supervisors, practice managers and internal stakeholders regarding awards, entitlements, rostering, payroll processes, and program operations.
8. Support supervisor engagement and program governance, including coordinating supervisor meetings, providing secretariat functions, and contributing to the consistency of supervision standards across primary care sites.
9. Assist the DPET/Medical Education team by coordinating APCPP-relevant education activities, including session logistics, attendance monitoring and evaluations.
10. Identify risks early and escalate appropriately, contributing to continuous improvement of APCPP processes, documentation and stakeholder experience, and promoting JMO wellbeing and pastoral support throughout rotations.
11. Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

- Coordinating new or expanding placements across multiple community sites with different operating models, while meeting tight recruitment and reporting timelines.
- Ensuring supervision, assessment and learning opportunities in primary care settings align with the AMC National Framework and local accreditation requirements.
- Balancing stakeholder needs (JMOs, practices, supervisors, SNSWLHD services, HETI/Commonwealth) in a dynamic environment with changing priorities.

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Team Leader JMO Coordination	Receives direction, escalates issues, and aligns workflows.
2	DPETs, Term Supervisors, Director Medical Services	Coordinate allocations, recruitment, rosters and leave planning.
3	Medical Administration and Coordination Unit	Ensures accurate payroll, onboarding and records management.
Does this role routinely interact with external Stakeholders?		
<input type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Ministry of Health	Collaborate on wellbeing, workforce and policy initiatives.
2	Other LHDs	Collaborate on wellbeing, workforce and policy initiatives.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Relevant qualification or equivalent experience in medical administration or human resources (HR) related work, providing high level administrative coordination within a complex, high volume workforce or HR environment.

Position Description

2. Strong communication, negotiation and stakeholder management skills, with proven ability to work effectively with JMOs, senior clinicians and managers.
3. Proven ability to plan, prioritise and meet deadlines while managing competing demands in a dynamic environment.
4. Demonstrated understanding of relevant Awards, Agreements and NSW Health employment requirements relating to JMOs.
5. High level problem solving skills, including the ability to identify issues, apply sound judgement and escalate appropriately.
6. Demonstrated ICT and records management skills including using payroll and rostering systems, along with high level proficiency in the Microsoft Office suite (i.e. Outlook, Teams, Word, Excel, PowerPoint etc).
7. Commitment to customer service excellence, continuous improvement and effective contribution within a multidisciplinary team.
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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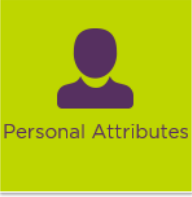



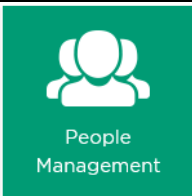

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Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

Position Description

Working in Southern NSW Local Health District - People Caring for People

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Role Details	
Position Title	District Medical Rostering and Finance Officer
Award	Health Employees' Administrative Staff (State) Award
Position Classification	Administration Officer Level 6
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	Provide district-wide management, coordination and implementation of medical rostering and finance administration within the Medical Administration and Coordination Unit while delivering high-quality end-to-end medical administration services that ensure the right people, with the right skills and processes, are in place to meet workforce requirements.

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Manage and continuously improve medical rostering and finance administration in line with NSW Health and Southern NSW Local Health District (SNSWLHD) policies, procedures, and directives.
2. Provide advanced support across the employee lifecycle (recruitment, onboarding/induction, leave including TESL, rostering, and payroll applications).
3. Deliver high-quality customer service and accurate, timely advice on rostering, recruitment, pay/award entitlements, leave entitlements, and escalate complex queries as required.
4. Advise managers, clinicians, and candidates on incentive eligibility and entitlements; ensure accurate documentation for approval and audit purposes.
5. Prepare, interpret and contribute to the development of policies, procedures, training and guidance covering medical administration, rostering and finance workflows.
6. Partner with Finance, Human Resources (HR) and the Medical Workforce Unit to ensure data integrity, timely reporting, and effective financial oversight (e.g., cost tracking, roster alignment to budget, exception follow-up)
7. Ensure roster compliance with awards, safe hours, and enterprise instruments; support hiring managers to monitor and manage roster exceptions and leave balances

Position Description

8. Generate and present regular reports (workforce, roster utilisation, overtime, leave, incentives) to meet SNSWLHD and Ministry of Health (MoH) reporting/audit requirements.
9. Maintain accurate records and data in relevant systems (e.g., rostering and HRIS), applying ICT and records management best practices.
10. Perform other duties consistent with the role's classification, as requested by the Manager/Director.

Key Challenges *(max of 3 key challenges)*

- Managing competing priorities and strict deadlines in a dynamic, complex environment while maintaining accuracy and service quality.
- Providing comprehensive support so that medical rostering and finance administration enables SNSWLHD to meet service goals.
- Ensuring compliance with Ministry of Health reporting and audit requirements

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Team Leader Medical Rostering	Receive direction, escalate issues, and align workflows.
2	Director Medical Services (DMS), site manager and hiring managers	Collaborate on roster design, gap filling and operational changes.
3	Medical officers	Provide expert rostering advice and resolve complex queries.
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1		
2	NSW Health Statewide Service desk	Resolve payroll exceptions and roster/pay discrepancies

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Relevant qualification, or equivalent work experience, or a combination of study and work experience in a related field with demonstrated experience in complex rostering, payroll or workforce administration, preferably in a health environment.
2. Demonstrated experience in administrative/clerical functions, with ability to interpret and provide advice about policies, procedures and awards.
3. Evidence of ICT and records management skills, including databases/applications/systems and advanced use of Microsoft Office (i.e. Outlook, Teams, Word, Excel, PowerPoint etc).
4. Strong understanding of rostering processes, systems and procedural application of Awards with a sound knowledge of industry software/rostering systems and ability to produce accurate roster and workforce reports.
5. Proven organisational and time management skills to meet deadlines and manage competing demands in a high-volume environment.

Position Description

6. Demonstrated analytical and problem-solving skills, with the ability to facilitate decisions and recommendations across the organisation.
7. Excellent customer service, communication (verbal and written), consultation and negotiation skills with diverse stakeholders.
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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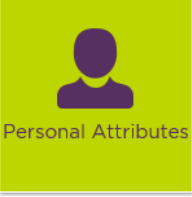



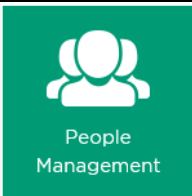

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All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

Position Description

Working in Southern NSW Local Health District - People Caring for People

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Complete this Position Description template after reading the [SNSWLHD Guide to Writing a Position Description](#). Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Position Title	Junior Medical Officer (JMO) Coordinator
Award	Health Employees' Administrative Staff (State) Award
Position Classification	Administration Officer Level 6
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	<p>The JMO Coordinator provides administrative, coordination and operational support for the Junior Medical Officer workforce across Southern NSW Local Health District (SNSWLHD). The role is responsible for JMO recruitment cycles, rotations, rostering administration, payroll support, wellbeing initiatives and stakeholder liaison. The position ensures JMOs are supported throughout the employment lifecycle and that operational processes comply with NSW Health and SNSWLHD policies.</p> <p>Note: Junior Medical Officers (JMO) includes Interns, Residents and Registrars.</p>

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Coordinate JMO recruitment and onboarding for annual and ad-hoc recruitment cycles, ensuring compliance with NSW Health policies, award conditions and local procedures.
2. Administer JMO rotations and term allocations, including liaison with Director Prevocational Education and Training (DPET), term supervisors, departments, and external LHDs to ensure timely and accurate allocation.
3. Support JMO roster administration, including leave planning, roster adjustments, unplanned leave coverage and communication to stakeholders.
4. Maintain JMO records and databases, ensuring accuracy of demographic, payroll and rostering data and compliance with reporting requirements.

Position Description

5. Provide customer focused service to JMOs and managers, offering accurate advice regarding awards, conditions, leave and entitlements.
6. Provide administrative support for payroll processes, including timesheet corrections, pay enquiries and coordination with Payroll and Medical Workforce.
7. Contribute to wellbeing and retention initiatives for JMOs, in collaboration with Workforce and Ministry of Health teams.
8. Assist in continuous improvement, participating in reviewing, developing and implementing standardised processes and documentation.
9. Support JMO orientation and education, providing coordination and onsite support for orientation and educational activities throughout the year.
10. Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

- Managing high-volume recruitment and rotation activity with tight deadlines across multiple facilities.
- Ensuring accurate, timely administration of rosters, payroll, rotations and records in a complex and rapidly changing work environment.
- Coordinating with multiple stakeholders (clinical departments, DPETs, term supervisors, external LHDs) with varying needs and expectations.

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Team Leader JMO Coordination	Receives direction, escalates issues, and aligns workflows.
2	DPETs, Term Supervisors, Director Medical Services	Coordinate allocations, recruitment, rosters and leave planning.
3	Medical Administration and Coordination Unit	Ensures accurate payroll, onboarding and records management.
Does this role routinely interact with external Stakeholders?		
<input type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Ministry of Health	Collaborate on wellbeing, workforce and policy initiatives.
2	Other LHDs	Collaborate on wellbeing, workforce and policy initiatives.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

Position Description

1. Relevant qualification or equivalent experience in medical administration or human resources (HR) related work, providing high level administrative coordination within a complex, high volume workforce or HR environment.
2. Strong communication, negotiation and stakeholder management skills, with proven ability to work effectively with JMOs, senior clinicians and managers.
3. Proven ability to plan, prioritise and meet deadlines while managing competing demands in a dynamic environment.
4. Demonstrated understanding of relevant Awards, Agreements and NSW Health employment requirements relating to JMOs.
5. High level problem solving skills, including the ability to identify issues, apply sound judgement and escalate appropriately.
6. Demonstrated ICT and records management skills including using payroll and rostering systems, along with high level proficiency in the Microsoft Office suite (i.e. Outlook, Teams, Word, Excel, PowerPoint etc).
7. Commitment to customer service excellence, continuous improvement and effective contribution within a multidisciplinary team.
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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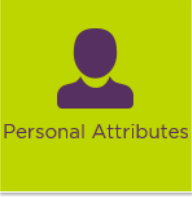



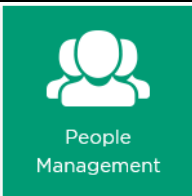

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Position Description

Capability Framework			
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	Act with Integrity		
	Manage Self		
	Value Diversity		
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	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
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	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
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	Manage Reform and Change		
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	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

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Role Details	
Position Title	Senior Medical Recruitment and Credentialing Support Officer
Award	Health Employees' Administrative Staff (State) Award
Position Classification	Administration Officer Level 6
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	<p>The Senior Medical Recruitment & Credentialing Officer provides specialised, high-level coordination and support for the recruitment, onboarding, credentialing, contract administration and compliance processes for temporary and permanent medical officers across Southern NSW Local Health District (SNSWLHD).</p> <p>The role is responsible for accurate and timely contract compilation, credentialing verification, StaffLink and eCredential administration, Medical and Dental Appointments Advisory Committee (MDAAC) preparation and locum engagement arrangements. The position exercises initiative, autonomy and problem-solving skills to ensure efficient, compliant and customer-focused service delivery.</p>

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Coordinate end-to-end recruitment processes for permanent and temporary medical officers, including advertising, Approval to Fill (ATF)/Requisition (REQ) creation in the Recruitment and Onboarding (ROB) System, Electronic Form (eForm) submission, eligibility checks and documentation control.
2. Compile, process and quality-check all medical contracts, including long-term, locum, Visiting Medical Officers (VMO), Rural Doctors' Association (RDA) and Staff Specialist agreements, ensuring compliance with NSW Health policy and local procedures.

Position Description

3. Prepare and verify credentialing documentation (i.e. Australian Health Practitioner Regulation Agency - AHPRA, working visas, Working with Children Check - WWCC, National Criminal Record Check – NCRC etc.) and update eCredential to ensure complete, validated files for contract release.
4. Prepare MDAAC submission packs, ensuring all documentation is complete, accurate and submitted in accordance with committee requirements.
5. Maintain and update StaffLink and eCredential including workforce movements, compliance data and contract status, and provide reports on required follow-up actions or compliance gaps, to ensure accurate reflection of scope of practice and contract status.
6. Coordinate contract release and execution, including VMoney workflows, ROB processes and lodging completed contracts in eCredential.
7. Develop and maintain standard operating procedures (SOPs), process guides and reference materials to support consistent, efficient recruitment and credentialing workflows.
8. Identify issues that may impact timely administration, propose solutions, and escalate risks for resolution.
9. Liaise with agencies, departments and internal stakeholders to identify doctors requiring contracts and ensure timely provision of documentation.
10. Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

1. Coordinating high-volume, complex recruitment, credentialing and contract workflows while meeting strict deadlines and regulatory requirements
2. Exercising advanced judgement, troubleshooting issues and maintaining accuracy across multiple systems (i.e. StaffLink, ROB, eCredential etc).
3. Supporting multiple stakeholders (i.e. Director Medical Services - DMS, Site Managers, agencies, clinicians etc) in a rapidly changing environment with competing priorities.

Key Relationships

	Who?	Why?
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Team Leader Medical Recruitment and Credentialing	Receive direction, escalate issues, and align workflows.
2	Medical Recruitment and Credentialing Team	Provide expert administrative support, navigate recruitment/credentialing processes and resolves issues.
3	DMS, Site Managers, Hiring Managers, Medical Officers	Provide guidance, respond to enquiries and support\ onboarding and administration.
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Locum agencies, contractors and partner organisations	Coordinate documentation, contract requirements, credentialing verification and compliance.
2	Regulatory and screening bodies (i.e. AHPRA, WWCC, Visa/Immigration, NPC)	Complete mandatory verification checks and resolve discrepancies.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Position Description

Essential Requirements

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Relevant qualifications and/or equivalent experience in medical administration, human resources (HR), recruitment or credentialing, with ability to interpret policies, procedures and award conditions relating to medical employment and provide accurate advice to stakeholders.
2. .
3. Strong capability in managing high-volume workflows with competing deadlines, ensuring accuracy and quality.
4. Demonstrated experience in contract processing, credentialing verification and documentation management.
5. High-level proficiency with computer software applications including Microsoft Office (i.e. Outlook, Teams, Word, Excel, PowerPoint etc) StaffLink, ROB, eCredential, with capacity to learn other systems as required.
6. Excellent written, verbal and interpersonal skills, with ability to build productive relationships across clinical and corporate stakeholders.
7. Strong problem-solving skills, with ability to identify process issues, recommend improvements and exercise sound judgement with limited supervision.
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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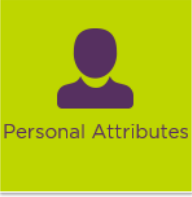



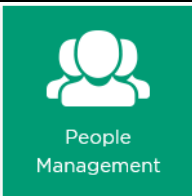

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Position Description

Capability Framework			
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	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
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 <p>Results</p>	Deliver Results		
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	Procurement	Further discussion required	
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Role Details	
Position Title	Medical Recruitment and Credentialing Support Officer
Award	Health Employees' Administrative Staff (State) Award
Position Classification	Administration Officer Level 5
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	<p>The Medical Recruitment and Credentialing Support Officer provides high-level administrative support across the recruitment, onboarding, credentialing and contract administration lifecycle for temporary and permanent medical officers across Southern NSW Local Health District (SNSWLHD).</p> <p>The role ensures compliance with NSW Health policies and supports timely, accurate processing of contracts, credentialing documents and recruitment actions to meet organisational workforce needs.</p>

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Coordinate administrative processes supporting the recruitment and onboarding of temporary and permanent medical officers, ensuring alignment with NSW Health and SNSWLHD policies.
2. Advertise locum vacancies via relevant systems/applications (i.e. EVO VMS) and ensure recruitment documentation (i.e. Approval to Fill – ATFs, Requisitions -REQs, Electronic Forms - eForms) are completed and submitted both accurately and in a timely manner.
3. Collect, verify and prepare credentialing documentation, whilst ensuring timely contract processing and compliance for all medical staff.
4. Process agency and non-agency locum payroll documentation and contracts for Mental Health, District Wide Programs and Operations.
5. Maintain the quinquennium database and other credentialing systems to ensure compliance, performance checks and reappointment cycles remain current.



Position Description

6. Maintain accurate StaffLink records and provide reports on required follow-up actions to support compliance and onboarding workflows.
7. Respond to enquiries from medical staff, agencies and internal stakeholders, escalating issues appropriately.
8. Manage mandatory employment checks (i.e. Australian Health Practitioner Regulation Agency - AHPRA, Working with Children Check - WWCC, National Criminal Record Check – NCRC, immunisation etc) and maintain high data integrity across systems.
9. Contribute to continuous improvement initiatives within the Medical Recruitment and Credentialing Team
10. Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

1. Managing competing priorities and high-volume administrative workflows while maintaining accuracy and attention to detail.
2. Ensuring compliance documentation is complete and verified within required timeframes.
3. Coordinating recruitment and credentialing activities across multiple service areas and stakeholder groups.

Key Relationships

<i>Who?</i>		<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Team Leader Medical Recruitment and Credentialing	Receive direction, escalate issues, and align workflows.
2	Medical Recruitment and Credentialing Team	Collaborate to share information, monitor workload and ensure efficient service delivery.
3	Medical Officers and Hiring Managers	Provide guidance, respond to enquiries and support onboarding and administration.
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Medical Officer Candidates	Provides timely communication, support onboarding, and assist with documentation requirements.
2	Other Local Health Districts (LHDs), agencies and credentialing partners	Exchange information as required within established guidelines, to support medical recruitment and compliance.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

Position Description

1. Relevant qualifications and/or equivalent experience in administration, human resources (HR) or medical workforce environments, with ability to interpret and apply policies, procedures and award conditions.
2. High-level communication, customer service and interpersonal skills, with ability to effectively collaborate with a variety of stakeholders.
3. Ability to manage competing priorities and maintain accuracy in a high-volume environment.
4. Demonstrated experience maintaining records, databases and compliance documentation, whilst maintaining confidentiality.
5. Good proficiency with computer software packages including in Microsoft Office (i.e. Outlook, Teams, Word, Excel, PowerPoint etc) and capacity to learn other administrative systems and databases (i.e. StaffLink, Hewlett Packard Records Manager – HPRM, rostering or recruitment systems) as required.
6. Ability to work independently with limited supervision and exercise sound judgement.
7. Strong organisational and problem-solving skills, including ability to respond to changing workflow demands.
8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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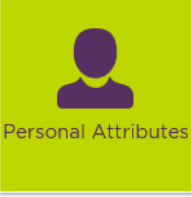



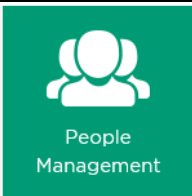

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All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 <p>People Management</p>	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	

Position Description

Working in Southern NSW Local Health District - People Caring for People

Working with our communities to foster trust and engagement in the care they need to live healthy lives. Our staff work in collaboration with other health care team members to ensure the needs of our patients and families are central to all decision making.

When you choose to work within the Southern NSW Local Health District, you are committing to and are accountable for demonstrating the CORE values and behaviours of **Collaboration, Openness, Respect and Empowerment**.

Complete this Position Description template after reading the [SNSWLHD Guide to Writing a Position Description](#). Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Position Title	Medical Rostering Support Officer
Award	Health Employees' Administrative Staff (State) Award
Position Classification	Administration Officer Level 5
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	The Medical Rostering Support Officer provides high-level administrative and system support for the rostering of medical officers across Southern NSW Local Health District (SNSWLHD). The role is responsible for accurate data entry, roster maintenance, payroll exception resolution, and customer-focused support to managers and medical staff to ensure rosters are accurate, compliant and processed in a timely manner.

Key Accountabilities *(max of 8-10 key accountabilities)*

- Maintain and update medical rosters in HealthRoster and related systems, ensuring accuracy of shifts, leave, entitlements, and position details.
- Process daily payroll and roster exceptions, including cleansing timesheet data, checking leave entries and actioning updates to prevent pay errors.
- Assist managers and medical officers with rostering queries, system navigation and troubleshooting in a timely and customer-focused manner.
- Support onboarding and employee movements by updating roster profiles, contract details, cost centres, and position allocations.
- Ensure compliance with rostering policy, industrial instruments, safe working hours, and local roster requirements.
- Prepare reports including roster accuracy checks, exception reports, and data audits for supervisors and managers.
- Maintain accurate databases and records, ensuring rostering information is stored correctly and accessible when required.

Position Description

- Collaborate with the medical workforce and payroll teams to resolve discrepancies, escalate system issues and support continuous improvement.
- Participate as an effective member of the medical rostering team and identify issues that may impact timely and accurate roster delivery.
- Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

- Maintaining accuracy while coordinating complex rostering demands and payroll deadlines.
- Managing competing priorities in a high-volume environment with frequent changes.
- Supporting a diverse group of medical officers and managers with varied needs and rostering practices.

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Team Leader Medical Rostering	Receive direction, escalate issues, and align workflows.
2	Medical Rostering team	Collaborate to share information, monitor workload and ensure efficient service delivery.
3	Medical Officers and hiring managers	Provide guidance, responds to roster enquiries and support accurate and timely roster updates.
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Medical officer candidates	Provides timely communication.
2	Other LHDs, agencies and workforce partners	Exchanges information relevant to roster alignment or employee movement.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Demonstrated experience in rostering, payroll or HR administration, with strong attention to detail and accuracy in a fast-paced environment.
2. Proven ability to manage competing deadlines while maintaining high-quality outcomes.
3. High-level customer service, communication and interpersonal skills, with the ability to build productive relationships with staff at all levels.
4. Strong organisational and time-management skills in an often reactive and high-volume environment.
5. Demonstrated experience using administrative systems, databases and/or rostering software, including Microsoft Office (i.e. Outlook, Teams, Word, Excel, PowerPoint etc).
6. Ability to interpret Awards, policies and rostering guidelines to support compliant roster creation.
7. Ability to work independently and collaboratively, exercising sound judgement when resolving issues.

Position Description

8. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

Other Requirements

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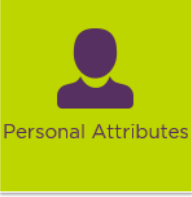



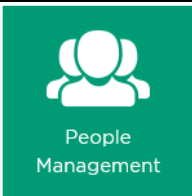

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Position Description

Capability Framework			
Capability Group	Capability	Level	Focus
 <p>Personal Attributes</p>	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 <p>Relationships</p>	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 <p>Results</p>	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 <p>Business Enablers</p>	Finance		
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 <p>Occupation Specific</p>	Human Resources	Further discussion required	
	Finance	Further discussion required	
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Position Description

Working in Southern NSW Local Health District - People Caring for People

Working with our communities to foster trust and engagement in the care they need to live healthy lives. Our staff work in collaboration with other health care team members to ensure the needs of our patients and families are central to all decision making.

When you choose to work within the Southern NSW Local Health District, **you are committing to and are accountable for demonstrating the CORE values and behaviours of Collaboration, Openness, Respect and Empowerment.**

Complete this Position Description template after reading the [SNSWLHD Guide to Writing a Position Description](#). Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Position Title	Medical Workforce Concierge
Award	Health Employees' Administrative Staff (State) Award
Position Classification	Administration Officer Level 4
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input checked="" type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	<p>The Medical Workforce Concierge provides consistent, high-quality customer service and administrative support to medical officers across Southern NSW Local Health District (SNSWLHD).</p> <p>The role supports onboarding, communication, documentation and workforce administration tasks that improve the experience of medical officers and enhance medical administration and coordination of operations, whilst working within established procedures and under general direction.</p>

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Provide high-quality customer service to medical officers by responding to enquiries, sharing accurate information, and escalating matters as required.
2. Coordinate onboarding activities for medical officers, including preparing and distributing welcome information, onboarding packs, arrival communications, and ensuring all onboarding documentation is complete.
3. Liaise with agencies, departments and Medical Workforce teams to support smooth onboarding, site arrival, local orientation and commencement of medical officers across the network.
4. Facilitate access requirements by arranging relevant information technology (IT) system access (i.e. eMR, eMaternity, StaffLink, email), Medicare billing forms, provider numbers, name badges and swipe cards.
5. Arrange logistics for new and current medical officers, including booking and following up accommodation, travel, hire cars, and confirming booking details with relevant providers.
6. Maintain accurate administrative records, including onboarding status, inactive assignments, contact information, and routine updates to phone lists and communication directories.

Position Description

7. Prepare routine correspondence, documents, and reports using established formats and templates, ensuring quality and adherence to procedures.
8. Coordinate workflow and manage competing priorities by organising tasks, meeting deadlines, and identifying issues requiring escalation.
9. Contribute to continuous improvement by providing feedback on onboarding processes, communication materials and customer-service enhancements.
10. Undertake other duties appropriate to the role and classification as directed by the Manager to support service delivery and organisational priorities.

Key Challenges *(max of 3 key challenges)*

1. Maintaining high customer service standards in a fast-paced environment with regular interruptions and competing priorities.
2. Ensuring accuracy and attention to detail in documentation, data entry and communication.
3. Working within established procedures, and identifying when issues require escalation or clarification.

Key Relationships

	<i>Who?</i>	<i>Why?</i>
Internal Relationships <i>(max of 3 internal relationships)</i>		
1	Team Leader Medical Recruitment and Credentialing	Receive direction, escalates issue, and align workflows.
2	Medical Recruitment and Credentialing Team	Collaborate to share information, monitor workload and ensure efficient service delivery.
3	Medical Officers	Provide guidance, respond to enquiries and support onboarding and administration.
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes <i>(max of 2 external stakeholders)</i> <input type="checkbox"/> No		
1	Medical Officer Candidates	Provides timely communication and onboarding support.
2	Other Local Health Districts (LHDs), agencies and partners	Exchange information as required within established guidelines.

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

Selection Criteria *(max of 8 selection criteria, including any Essential Requirements like AHPRA)*

1. Demonstrated experience in administrative or clerical roles with ability to interpret policies and follow procedures accurately.
2. Proven ability to deliver high-quality customer service, with a focused and responsive approach to managing enquiries.
3. Excellent organisational and time-management skills, with ability to manage competing demands in a busy work environment.

Position Description

4. Demonstrated accuracy in data entry, document preparation and record management, whilst maintaining confidentiality.
5. Proficiency with computer software packages including Microsoft Office (i.e. Outlook, Teams Word, Excel, PowerPoint etc) and capacity to learn and use administrative systems and databases as required.
6. Effective verbal and written communication skills, with ability to effectively collaborate with a variety of stakeholders.
7. Ability to work independently within defined parameters and collaboratively as part of a team. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/ travel as the role requires. This may involve driving long distances and overnight stays as required.

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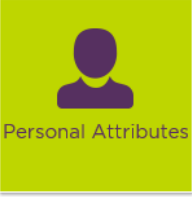



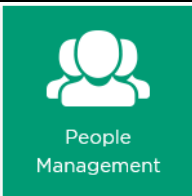

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