

Position Title:	Medical Staff Coordinator		
Classification:	HS3	Employment status	FULL TIME
Enterprise Agreement:	Health and Allied Services, Managers and administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 -2025		
Reports to:	Manager Medical Workforce Unit		
Division:	Medical Services		
Organisational Context The Royal Victorian Eye and Ear Hospital is a world class specialist hospital in eye and ear care that provides services across Victoria. As Australia’s only specialist eye, ear, nose and throat hospital, the Eye and Ear has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 195,000 outpatients, nearly 40,000 emergency patients and nearly 13,000 inpatients.			
Our Vision - Improving quality of life through caring for the senses. Our Mission - To be the world’s leading eye and ear health service by: <ul style="list-style-type: none">- Excelling in specialist services.- Integrating teaching and research.- Enabling a highly skilled workforce.- Promoting health in our community.- Building a sustainable future. Our Values - <i>Integrity, Care, Teamwork, Excellence</i> The Eye and Ear is an equal opportunity employer and is committed to providing a work environment which is free from harassment or discrimination and promotes cultural diversity and awareness in the workplace. The Eye and Ear is a smoke free environment.			
Role Purpose: The Medical Staff Coordinator is responsible for providing efficient and effective administration services to the functions that support the Medical Workforce Unit. You will learn on the job by assisting and working collaboratively with the Medical Workforce Unit Manager and the rest of the specialist MWU team.			
Key Responsibilities / Performance Outcomes <ul style="list-style-type: none">• Work within an Ethically and Legally Sound framework - Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.• Manage medical staff rostering, using appropriate software• Assist with sick leave cover and other leave to ensure impact is minimised for all areas.• Assist with the recruitment and deployment of medical staff including coordination of position descriptions, appointment letters and contracts, auto pay/timesheet and rostering arrangements for			

medical staff.

- Assist and provide support to the MWU specialists and provide support to the MWU Manager
- At the direction of the Manager, work flexibly across the Medical Workforce Unit when workloads are variable in each area of responsibility.
- Support the unit by handling all aspects of the unit, including the daily organisational tasks and long-term considerations and projects as instructed
- Interpret and apply Enterprise Agreements and applicable legislation for each craft group to provide solution-focussed and pragmatic advice to employees
- Responsible for the development and maintaining of appropriate databases and documentation.
- Assist with queries from other business units and Medical Staff
- Become proficient with all other roles and provide leave cover within the Unit.

Skillset

- Ability to work in a fast-paced environment with constant interruptions and changes to daily plans. Be willing to pick up what needs to be done and run with it.
- Understand the important of accuracy and timeliness of scheduling Medical Staff.
- Have a mathematical mind which can organise, classify and quantify complicated rostering patterns. Recognise where there are potential gaps before they eventuate and come to the table with solutions for problems.
- Respect our Medical Staff and work solely to ensure that you go above and beyond the expected level of service.

QUALITY, SAFETY AND RISK MANAGEMENT

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- participating in the reporting and analysis of safety and quality data including risks or hazards
- participating in improvement activities
- participating in the reporting and analysis of quality initiatives and risk identification
- participating in appropriate professional development activities and other quality and safety training
- participating in health service activities required for accreditation
- Ensuring appropriate use of hospital resources
- Being aware of the financial requirements of the department and demonstrate an awareness of cost-effective practice. Provide information to the MWU Manager on budgeting each quarter.
- Participating in the annual performance appraisal process
- Attend meetings – weekly Access meeting; weekly meeting with SBU NUM and Clerical Team Leader; daily communication with Elective Surgery Access Manager; weekly meeting with MWF.

The Eye and Ear Data Accountability Framework:

Quality data held by the Eye and Ear is an asset which needs to be managed with the same diligence as any other asset. Data integrity provides assurance that the data used for both internal and external use is reliable and trustworthy.

Each staff member plays an important role in ensuring the integrity of data, through the capture of accurate, reliable and meaningful data; and timely data entry, data management, correction of errors, and submission.

Staff working at the Eye and Ear are to be familiar with and adhere to the Eye and Ear Data Accountability Framework.

OCCUPATIONAL HEALTH AND SAFETY

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Comply with OHS legislative requirements and standards relevant to their area, and be familiar with own responsibilities.
- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions
- Fully co-operate with the Eye and Ear in any remedial actions it considers necessary to maintain a working environment which is safe and without risk to health and safety
- Ensure appropriate systems have been/and are being implemented and maintained to eliminate or minimise the risk of harm to employees, contractors, volunteers and students
- Participate in annual emergency procedures training

All staff are required to have a satisfactory National Criminal Record Check. Only direct patient care/clinical employees are required to have a valid Working with Children Check.

Selection Criteria: Qualifications, Experience and Competencies:

Education/qualifications	Essential	Desirable
	Business degree or equivalent transferrable training (or working towards completion)	Excel and Word – advanced Database management
Experience:	Essential	Desirable
	Proficient high level of organisational skills (timely and efficient work practices) Highly developed interpersonal and communication skills – written and oral (persuasive)	Experience in a Medical Workforce Unit or similar type role.

Key Working Relationships

The incumbent reports directly to the Manager, Medical Workforce Unit. The position involves a high level of liaison with:

Internal

Hospital Medical Officer (HMO) Manager

Medical Staff Coordinators

Theatre and Rostering Coordinator

Directors of Training

Clinical Directors

Director of Medical Services

Executive Director of Medical Services

Other Departments, including Ambulatory and Surgical Services

External – Secondment Hospitals. RANZCO, RACS, RACP and ACEM and other affiliated organisations and partners.

Authorisations	
Manager Name	Dennis Lim
Date Reviewed	July 2025

The Eye and Ear reserve the right to modify position descriptions as required. Staff will be consulted when this occurs. Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description

Name:

Signature:

Date:
