

# Position Description

<b>Title</b>	<i>MEDICAL STAFF COORDINATOR</i>	<b>Position Reports to</b>	Manager Medical Workforce Unit
<b>Classification</b>	<i>Grade 3 (HS3)</i>	<b>Employment Status</b>	Full Time Ongoing
<b>Enterprise Agreement</b>	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025</i>		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for more than 160 years. The Eye and Ear has over 90 different outpatient specialist 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 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

## Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our focus is providing the very best patient care possible. We strive to apply new and effective models of care, invest in research and training and share our knowledge to improve eye and ear health. We will inspire and advance specialist eye and ENT care.

At the core of everything we do are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

Please read our full Strategic Plan here:

<https://eyeandear.org.au/about/publications/strategic-plan/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](#).

The Eye and Ear is a smoke free environment.

## Position Summary:

The Medical Staff Coordinator is the primary point of contact in the management of the day-to-day issues relating to deployment of medical staff, primarily in the operating theatres.

The Medical Staff Coordinator supports and assists the Manager, Medical Workforce Unit with the employment and HR related issues relating to the deployment of medical staff (including the recruitment, credentialing and scope of practice, rostering and performance assessment processes).

## Key Responsibilities / Performance Outcomes:

- Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
- Support the Manager as required in 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
- Participation in any other projects allocated by Manager Medical Workforce Unit, such as production of training manuals, participation in audit activities
- At the direction of the Manager, work flexibly across the Medical Workforce Unit when workloads are variable in each area of responsibility.
- Accountable to daily medical staff theatre session reallocation in conjunction with: Perioperative Services Manager, Senior and Junior Medical Staff Coordinators and Anaesthetics Department Coordinator ensure optimal theatre utilisation for a medical workforce perspective
- In conjunction with other members of the Medical Workforce Unit arrange cover for any short notice leave to minimise impact on the theatre schedule or outpatient clinics
- Responsible for the preparation of theatre and medical rosters to ensure appropriate skill mix, within documented guidelines
- Coordinate replacement of planned sessions rostering gaps
- Liaise with relevant departments – ensure clinicians & departments receive information required regarding changes to the theatre schedule / medical roster including on-call roster to ensure optimal allocation of medical staff to deliver clinical care

## Data Management

- Responsible for the development and maintenance of appropriate databases and documentation
- Responsible for the data management and integrity of the PIMs function for the perioperative journey
- Ensure all data is recorded and entered accurately & in a timely manner on PIMS and the Doctor Management System.

## Quality, Patient Safety and Risk Management

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

- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework to deliver safe high quality and person-centred experience and care.
- Participating in 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, adverse events 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.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost-effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with 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:

- 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.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return-to-work programs if injured, and supporting injured colleagues in their return to work.

## Selection Criteria: Qualifications, Experience and Competencies

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Administration skills</li> <li>• Highly developed interpersonal and communication skills – written and oral</li> <li>• High level of organisational skills (timely and efficient work practices)</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Patient Management Systems</li> <li>• Administration degree / certificate</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• <i>Customer service focus (internal and external customer)</i></li> <li>• <i>Excel and Word – advanced</i></li> </ul>	<ul style="list-style-type: none"> <li>• Rostering</li> <li>• Knowledge of medical terminology</li> </ul>

## Reporting Lines

**Position Reports to** - Medical Workforce Manager

**Number of Direct reports** - Nil

## Key Working Relationships

Medical Workforce team members, Director of Anaesthetics, Perioperative Services Manager, NUM SBU, Director – Surgical & Inpatient Services

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

**Author of Position Description or Manager of Position:**

Director Medical Services – Nathan Vos  
Reviewed - March 2026

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect 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: \_\_\_\_ / \_\_\_\_ / \_\_\_\_