



**Swan Hill**  
District Health  
*Connected Care. Best Experience.*



**Inclusive**

**Compassionate**

**Progressive**

**Accountable**

## Medical Services Manager

1.0 FTE position

Do you have a passion for workplace cohesiveness, want to leave a positive footprint in the development of the medical workforce? Than this is the position you have been waiting for!

### About the role:

The Medical Services Manager is responsible for the operations and performance of the medical division at Swan Hill District Health (SHDH), including planning for service development, regulatory requirements, human resources and clinical quality requirements. The role provides support and direction to ensure that the medical division are well supported in accordance with relevant regulation and standards.

Ensure the supervision/management and efficiency of the team and functions proactively communicating information between relevant patients, doctors and other healthcare professionals. Ensuring excellence in the delivery of customer service to all stakeholders to ensure excellence in the day to day running of the department; ensuring that all administrative activities are in place and linked to the key clinical management objectives of the department. Lead by example. Delegation of tasks, resolving team conflicts, creating a positive work

**To apply for this position:** email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to [employment@shdh.org.au](mailto:employment@shdh.org.au).

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

Enquiries about this role can be directed to Rex Prabhu, Executive Director of Medical Services ,  
E: [rprabhu@shdh.org.au](mailto:rprabhu@shdh.org.au) ; Phone 0452125822

Applications will only be accepted if they contain a CV and Cover letter addressing the Key Selection Criteria. Email applications are preferred.

**Closing Date: 25 March 2024**

*Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.*



<b>Position:</b>	<b>MEDICAL SERVICES MANAGER</b>
<b>Classification:</b>	HS4
<b>Department:</b>	Medical Services
<b>Reports to:</b>	Executive Director of Medical Services
<b>Position Summary:</b>	<ul style="list-style-type: none"><li>Account for the operations and performance of medical division at Swan Hill District Health (SHDH). This includes line management of medical Administration Unit, Medical Workforce including doctors and VMO's.</li><li>Plan for the medical division of SHDH in response to service development, regulatory, human resources and clinical quality requirements.</li><li>Ensure support in key areas of recruitment, liaison and support to other areas including radiology, pathology (contract) , pharmacy and primary health medical centre.</li><li>Ensure that medical division personnel working at SHDH are well supported in accordance with relevant regulation and standards.</li><li>Support the credentialing, defining scope of clinical practice and appointment of health professionals in the division</li><li>Coordinate with internal and external stakeholders for the maintenance and continuous review of medical officer rosters, secondments from other health services and recruitment/on-boarding processes.</li><li>Develop and implement structured orientation, training, performance appraisal and rotation evaluation programs for medical officers, in liaison with senior medical staff, other SHDH staff and external service and education providers.</li></ul>
<b>Responsibilities:</b>	<p>Key Performance Indicators (KPI's) will be established between the Medical Services Manager and the Executive Director of Medical Services to support the following accountabilities and duties:</p> <p><b>Operations and Performance</b></p> <ul style="list-style-type: none"><li>Monitor, account for and continually improve the service capacity, capability and quality of the units within the division.</li><li>Help develop budgetary and other key performance indicators for medical division.</li><li>To monitor, account for and continually improve the financial, clinical quality and human resources performance of medical services against these key performance indicators.</li><li>Provide business management support to contracted services in the division.</li><li>Manage employment-related issues for health professionals and employees/contractors in the division including the resolution of complaints and grievances as per SHDH policy.</li><li>Create and maintain up to date documentation including policies, protocols and business plans relating to the division.</li><li>Ensure the maintenance of accreditation, regulatory compliance and safety standards within the division. This includes maintaining Postgraduate Medical Council of Victoria accreditation, compliance with Medical Board of Australia requirements, Australian Medical Council as</li></ul>

	<p>well as contributing to health service National Standards and other accreditations.</p> <ul style="list-style-type: none"> <li>• Maintain positive relationships with internal and external stakeholders for the progress of training opportunities as well as improved service delivery.</li> </ul> <p><b>Medical Recruitment and Rosters</b></p> <ul style="list-style-type: none"> <li>• In collaboration with the Executive Director Medical Services and assisted by the Medical Services Coordinator, lead the recruitment of Medical Workforce, including coordination of secondments from other health services, engagement of locum medical officers and overseas recruitment activities.</li> <li>• In collaboration with the Executive Director Medical Services and assisted by the Medical Services Coordinator, support on-boarding of new medical workforce, including registration as employees/contractors, signing of contracts, applications for medical registration (if required), application for provider/prescriber numbers (if required), applications for work visas (if required).</li> <li>• In collaboration with the Executive Director Medical Services and assisted by the Medical Services Coordinator, oversee the development and publish medical rosters with appropriate staffing numbers and skill mix, including leave cover planning and overtime monitoring.</li> <li>• Assisted by the Administrative support officer, coordinate travel, accommodation and payment arrangements for locum medical officers. Support relocation of medical staff to Swan Hill including making accommodation arrangements and liaison with other SHDH Departments as required.</li> <li>• Develop positive relationships and facilitate enhanced development and retention opportunities for medical officers. Ensure SHDH meets NSQHS and Aged care Quality Standards.</li> </ul>
<b>Key Selection Criteria:</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in health or business or related fields</li> <li>• Demonstrated ability to align strategic and business imperatives</li> <li>• High level communication including computer skills</li> <li>• Highly developed organisation, interpersonal skills and a can do attitude.</li> <li>• Ability to work autonomously, under pressure and to tight deadlines</li> <li>• Ability to build relationships with a wide variety of stakeholders</li> </ul>
<b>Salary/Award:</b>	Health and Allied Services, Managers and Administration Officers Agreement 2021-2025
<b>Infection Control:</b>	<ul style="list-style-type: none"> <li>• Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>• The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li> </ul>
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>

<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person-Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</p>
<b>Child Safety:</b>	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b></p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
<b>Privacy and Confidentiality:</b>	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility with adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<b>Mandatory Training:</b>	<p>All employees must be aware of and complete designated mandatory training within the required time frame.</p>
<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>• Take reasonable care for their safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.</li> <li>• Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	<p>Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.</p>
<b>Review:</b>	<p>Completion of My Work Plan on a yearly basis.</p>

<b>Previous Revision dates:</b> <b>Current:</b>	July 2023
<b>Managers Name:</b>	Dr Rex Prabhu
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	



The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Applicants Curriculum Vitae

**Position Applying for**

**General Information**

**Name**

**Address**

**Contact**

Home phone

Mobile

Email

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander  
(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident: ☐ Yes ☐ No Date of Grant ...../...../.....

If no, what is your current Visa Status – Visa type ..... Expiry date ...../...../.....

Place/Country of issue: ..... Issue Number: .....

Do you require sponsorship? ☐ Yes ☐ No

**Conditions of Employment**

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

**Initial employment is subject to:**

- 6 months' probationary period (with a review at 3 months.)
- Requirement to work any shift
- Requirement to work in any department as required

**Hours of Work** – ..... (Availability)

**Discipline/Misconduct**

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant:** \_\_\_\_\_ **Date:** ...../...../.....

**NOTE:** If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

### Enquiries:

Email address: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585