

Position Description

Position title	Team Lead – Allocations & Rostering, Medical Workforce
Department / Division	Medical Workforce Unit, Medical Services & Clinical Governance
Classification	Grade 5 Level 1 to Grade 5 Level 5 (AO51-AO55)
Position reports to	Operational: Operational Manager, Medical Workforce Professional: Director, Medical Workforce – Strategy and Operations
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>The MWU administrative team oversees the centralised recruitment, onboarding and coordination of junior medical staff (JMS)/paediatric trainees - including Junior Resident Medical Officers (JRMOs), Senior Resident Medical Officers</p>

(SRMOs), Registrars and Fellows, working both on-site at RCH and rotating through various external Victorian secondment sites, as part of a state-based approach to paediatric training.

ROLE PURPOSE

The Team Lead – Allocations and Rostering is a leadership position within the Medical Workforce Unit (MWU), operationally reporting to the Operational Manager – Medical Workforce.

This role specifically oversees a work program and key deliverables related to the allocation, rostering and day-to-day coordination and management of JMS paediatric trainees at RCH and across secondment site partners.

KEY ACCOUNTABILITIES

Operational deliverables

- Oversee the development of JRMO and Registrar roster lines (i.e. term allocations) in preparation for the new clinical training year.
- Oversee roster preferencing processes, in collaboration with the Director, Medical Workforce – Professional and Deputy Director, Medical Workforce – Professional.
- Develop quarterly term rosters for intern, JRMO, SRMO and Registrar allocations, ensuring accuracy, completeness and compliance with formatting and publishing requirements.
- Coordinate and manage JMS planned/unplanned leave approvals, roster swap requests and relief cover on a daily basis, including potential participation in afterhours on-call rosters (as negotiated).
- Coordinate timesheet approvals on a fortnightly basis, and act as a conduit for JMS in escalating payroll issues.
- Coordinate incoming secondees to RCH paediatric training positions at intern, JRMO and SRMO level.
- Actively identify opportunities for continuous improvement, growth and development of the MWU.
- Participate in informal/formal reviews of MWU operations, as directed by the Director Medical Workforce - Strategy and Operations, and Director, Medical Workforce – Professional.
- Adhere to all Occupational Health and Safety requirement of the role and workplace, including if/when working remotely.
- Other duties as directed consistent with the employee's skill level and classification.

Leadership and teamwork

- Provide leadership for the Allocations and Rostering stream to ensure delivery of the unit's workplan and a strong customer service focus.
- Provide supervision to administrative staff assigned to the Allocations and Rostering stream, to optimise individual and team work performance.
- Monitor workload demands, in consultation with Operational Manager – Medical Workforce, to ensure work is prioritised and consistently delivered within agreed timeframes, quality standards and budgetary constraints.
- Actively participate in various quality improvement project initiatives (as directed by the MWU senior leadership team).
- Identify issues and/or queries which require additional subject matter expertise (e.g. industrial relations, finance, legal), and ensure timely escalation to the MWU senior leadership team.
- Ensure information management and data sharing is compliant with internal and external governance requirements.

- Provide advice and recommendations to the MWU senior leadership team on issues relating to allocations and rostering.

Communication and interpersonal skills

- Maintain professional, timely and clear communication with the MWU senior leadership team and administrative team members and internal and external stakeholders.
- Actively participate in and contribute to team meetings, and other meeting forums (as required).
- Prepare all written reports and documents to required standards and formats.
- Provide regular updates (verbal and/or written) on progress towards and achievement of key deliverables to the MWU senior leadership team.
- Support a flexible, collegial and productive working environment.

Professional and ethical practice

- Contribute to a positive and professional work culture and lead by example via all communications, actions and behaviours.
- Lead a zero-tolerance approach towards disrespectful behaviour.
- Demonstrate emotional intelligence in managing own and others' values, attitudes and behaviours.
- Uphold the values outlined in the RCH Compact and other RCH policies, procedures and guideline documents (as relevant).
- Ensure the privacy and confidentiality of any sensitive information accessed in the context of the role.
- Adhere to agreed document management and cyber-security practices (including aligned regulatory/legislative requirements).
- Maintain the positive image and reputation of RCH and the MWU at all times.

Lifelong learning

- Identify personal and professional development needs, and strategies to address learning goals through the Performance Development and Planning (PDAP) process.
- Regularly seek and participate in two-way feedback of own performance through informal and formal supervision and performance reviews, and evaluate and act on feedback to improve performance (as appropriate).

QUALIFICATIONS AND EXPERIENCE

Essential:

- Recognised undergraduate/graduate-entry or postgraduate qualification in a relevant field OR 4-6 years recognised equivalent industry experience
- Demonstrated experience in working as a workforce coordinator and human resources advisor/practitioner within a hospital or healthcare setting
- Proficiency in Microsoft Office products

Desirable:

- Previous experience in building medical workforce rosters

KEY SELECTION CRITERIA

- Demonstrated experience in working as a human resources advisor/practitioner or workforce coordinator within a hospital or healthcare setting
- Demonstrated leadership capabilities and the ability to manage individual and team-level performance
- Well-developed written and verbal communication skills, including conflict resolution skills

- Demonstrated ability to prioritise own and team-level workloads, and achieve key deliverables within specified timelines
- Demonstrated ability to build strong partnerships with internal and external stakeholders
- Demonstrated commitment to the provision of high-quality patient care and outcomes
- Demonstrated proficiency in various information technology platforms and systems, including Microsoft Office
- Previous experience in continuous quality improvement in healthcare contexts
- Previous experience in working within a large, tertiary healthcare setting

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment.
- Employees are required to maintain a valid Working with Children's Check throughout their employment.
- A current, full drivers' licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures

- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

Position description last updated	May 2024
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