

POSITION DESCRIPTION

POSITION:	Recruitment Program Officer
AREA:	Program Delivery
REPORTS TO:	Workforce Manager - Access
DIRECT REPORTS:	Nil
CLASSIFICATION:	Level 4

RURAL WORKFORCE AGENCY, VICTORIA LIMITED (RWAV)

RWAV creates sustainable health workforce models that support Victoria's rural, regional and Aboriginal communities. We draw on trusted relationships, smart data and best practice to establish models that are capable, connected and tailored to the communities they serve.

OUR MISSION

Develop and deliver solutions to enhance rural, regional and Aboriginal communities' access to health workforce

OUR VALUES

It is integral for all of our employees to share in our values of **respect, trust, accountability, collaboration** and **innovation**.

YOUR ROLE

The primary function of your role as Recruitment Program Officer is to case manage RWAV sourced vacancies and health professional candidates to achieve appropriate and sustainable short term (locum) and permanent recruitment and retention outcomes in rural communities in collaboration with regional team members.

KEY RESPONSIBILITIES

Client-focused Employer and Vacancy Management

- Identify potential employment markets for various categories of health professionals.
- Establish full profiles of medical practices and/or employers in Victoria, as required.
- Source potential employers by building and developing relationships with key partners, stakeholders, employers in the health sector and other service providers.
- Develop and implement marketing and communication strategies to build and sustain relations with potential employers, including practices and state health services.

- Act as first point of contact for employers, candidates and stakeholders. Provide relevant and specific market advice and feedback.
- Manage all the requirements of vacancies including database management, advertising, marketing and vacancy profiling.
- Build and update knowledge of the health workforce labour market and employer requirements and how these affect the operations and goals of RWAV.
- Ensure a case management focus is developed and utilised in employer/vacancy management collaboratively with other team members.
- Positively market & promote RWAV & its vacancy and recruitment services.
- Demonstrate a customer service focus and drive.
- Contribute to all quality management initiatives as required.

Case Manage all RWAV Sourced Candidates

- Case manage all candidate enquiries including the screening against suitability and eligibility requirements.
- Confirm eligibility of candidate screened and ensure documentation is accurate and complete.
- Contact candidate and maintain regular ongoing contact in accordance with agreed protocols and timeframes.
- Profile candidate including professional, personal and family requirements.
- Promote Victoria and rural practice and the opportunities and benefits of living and working in rural Victoria.
- Ensure candidate is case managed through recruitment process within agreed time-frames.
- Maintain a detailed knowledge of RWAV listed vacancies to inform candidate discussions.
- Maintain a thorough understanding of the legislative and registration requirements.
- Develop positive and supportive relationships with rural employers to ensure open communication and clarity of needs.
- Identify and contact employers with suitable vacancies to introduce and market the candidate to the practice.
- Undertake reverse marketing activities to source employer/vacancies to meet the candidate's needs.
- Assist employer and candidate to organise mutually acceptable interview times.
- Liaise with employer and candidate until outcome of placement interview known / position offered and accepted.
- Ensure all administrative processes/paperwork related to placement are undertaken in accordance with agreed protocols and time frames (registration, provider numbers, etc.).
- Maintain up to date knowledge of all relevant administrative procedures related to recruitment.
- Record all candidate contacts in an accurate and up to date fashion on the Chilli DB Case Management system and paper files in accordance with procedures.

- Participate in internal and external compliance reporting and audits as required.
- Manage and report on budgets and resources against agreed targets and constraints.
- Effectively manage the recruitment program in a manner that maximises utilisation of resources, referrals to the service, scheduling and allocation of placements, in accordance with agreed contracts, policies, procedures, budgets and time-frames.
- Provide a customer service focus and drive.
- Other duties as directed.

SELECTION CRITERIA

- Possession of the relevant tertiary qualification and/or relevant experience.
- Significant background in recruitment or service industry preferably with exposure to specialist medical and/or health markets.
- Proven experience in building strong, positive relationships.
- Demonstrated customer service and client management experience.
- Strong knowledge of existing networks and how primary health care programs operate across Victoria.
- High level computing skills including a sound knowledge and experience in the preparation and manipulation of spread sheets and word documents and a sound understanding of databases and skills in their use.
- Current driver’s license and capacity to travel to rural and regional areas for business purposes.

REVIEWED:	February 2019
CONDUCTED BY:	General Manager Program Delivery
APPROVED BY:	Chief Executive Officer
NEXT REVIEW:	February 2020

As occupant of the position I have noted the role and primary responsibilities as detailed in this document.

Employees Signature: -----

Manager’s Signature: -----

Date: -----