

Position	Clinical Product Advisor
Reports to	Head of Clinical Product Advice
Direct reports	Nil
Band classification	Band 5, HSV Enterprise Agreement 2024
Date approved	October 2025

1. HealthShare Victoria

HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position summary

2.1 The Clinical Product Advisor (CPA) is part of the Procurement Design and Capability Stream at HealthShare Victoria (HSV) and provides support across the Procurement; Supply and Logistics; and Surety functions.

- a. Reporting to the Head of Clinical Product Advice, the CPA position exists to provide expert clinical advice to ensure the reliable supply of appropriate goods to support health service provision of patient care. This is delivered by assisting the Supply Chain group when requested, in the selection, evaluation and procurement of clinical products both at the initial sourcing phase and where required in response to supply failures and product recalls. In addition, the role performs an advocacy function in supporting the standardisation of product use throughout the sector to facilitate supply chain efficiencies.
- b. The CPA has the key accountability of sharing knowledge, ultimately promoting evidence-based practice to deliver best value and maximise outcomes of HSV activities for health services. The position is also responsible for identifying any gaps of critical clinical skills to support the HSV Procurement Activity Plan.

3. Specific duties and accountabilities

3.1 Supply and Logistics Support

- a. Provide support to the HSV Supply Chain group in ensuring a reliable supply of required goods to health services by identifying alternative products in the event of supply failures and product shortages. Liaise with suppliers and key Health Service contacts/Clinical Product Advisors to ensure the clinical suitability of alternatives.
- b. Provide information on product alternatives to ensure promotion to the health sector.
- c. Manage, report and maintain records on clinical product recalls. Communicate with the Customer Engagement team and health services to ensure affected facilities are aware of recalls and their required actions. Support the recall process for the affected products provided through the HSV Distribution Centre (DC).
- d. Manage and report on clinical product complaints from health service stakeholders for relevant products.
- e. Liaise with category managers regarding recalls, and clinical product complaints and provide feedback to Supply and Logistics and Procurement teams on supplier performance.

3.2 Health Service Engagement

- a. Provide a clinical interface between HSV and the Victorian health sector, ensuring the appropriate translation of clinical information. This is through consultation with key stakeholders and is to enhance the development of credible and trusting relationships between HSV and the Victorian Public Health sector.
- b. Assist in identifying more effective and efficient methodology for identifying core clinical attributes for products thereby increasing confidence level of supplier provided information in sourcing evaluations.

- c. Undertake research activities and consult with key customer groups such as health service CPAs and Executive/Product Reference Groups, to maximise sourcing opportunities and support effective contract outcomes.
- d. Identify opportunities for product standardisation across the sector and advocate with clinical staff for value-adding outcomes that do not compromise patient outcomes.
- e. Assist in the identification of functional equivalents within new contract awards for flagging within the published pricing schedules.
- f. Promote the trials of Conditionally Awarded Products introduced during the Invitation To Supply (ITS) activities.
- g. Participate in supplier relationship management reviews to increase awareness of product training, innovation and market developments.
- h. Participate in regular Clinical Product Advisor group, contract management group and relevant product evaluation meetings.
- i. Liaise with Category Management to better understand contractual performance issues, agreed actions and share information with the health services when requested.
- j. Ensure all clinical customer services queries are answered within the defined timeframes.

3.3 Product Clinical Performance

- a. Lead clinical product evaluation process at HSV to drive evidence-based practice.
- b. Liaise with hospital personnel on HSV product clinical performance such as product faults and product recalls.
- c. Maintain clinical performance records measuring product clinical performance.
- d. Support Category Management in ongoing contract management about clinical assessment of products substitution and deletion and mandatory reporting on clinical consumable product recalls.

3.4 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

3.5 Health, safety and wellbeing (BeSafe)

- a. Follows safety rules and takes responsibility for safety at a personal and team level to reduce risk to others
- b. Reports hazards, incidents and injuries and takes part in actions to eliminate hazards
- c. Shows a sense of urgency when safety issues arise
- d. Makes safety a part of the everyday by talking about ideas for improvement
- e. Attend BeSafe activities, forums and training to help create a robust safety culture at HSV

3.6 HSV values

Uphold the HSV values:



3.7 Collaboration at HSV

- a. Builds and maintains effective collaborative and consultative working relationships
- b. Listens and works as a supportive and cooperative team member, sharing information and acknowledging others' efforts
- c. Has challenging conversations as required within scope of role and personal accountabilities
- d. Steps in to help others where required

3.8 HSV strategy, policies and procedures

- a. Contribute to the delivery of HSV's strategic plan and roadmap initiatives.
- b. Comply with HSV policies and procedures and report breaches and/or risks to your people leader or another relevant stakeholder.

3.9 Other duties

- a. While the principal duties are detailed above, this position may be required to undertake other duties from time to time.

3.10 Data Security

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to the IT Service Management team.

4. Qualifications and experience required

4.1 Academic

- a. Current registration as a Division 1 Nurse (AHPRA) , with extensive clinical experience
- b. Postgraduate qualifications in Health (desirable)
- c. Experience in clinical research (preferred).

4.2 Experience

- a. Recent clinical experience and sound clinical skills across a broad range of areas, which will ideally include:
- b. Experience in the management of clinical products in relation to their safe and effective selection and use within a healthcare facility.
- c. Awareness of product or tender specifications.
- d. Ability to undertake clinical research where required.
- e. Exposure to Project management within a healthcare facility.
- f. Ability to write and produce high level reports and briefs.
- g. Understanding of the structure and organisation of Health Services in Victoria.
- h. Strong computer skills including the ability to confidently use the Microsoft suite of products.

4.3 Personal

- a. Passion for ensuring best outcomes in patient care.
- b. Excellent interpersonal skills, including an ability to acquire information and influence others with diplomacy, tact and discretion and to engage internal and external stakeholders at all levels with respect and confidence. This includes excellent presentation skills with experience presenting to large groups.
- c. Outstanding written and oral communication skills.
- d. Ability to work as a member of a team and collaborate effectively with internal and external stakeholders, as well as the ability to work in a self-directed manner, take initiative, and work independently when required.
- e. Outstanding organisational skills including the ability to manage and prioritise multiple concurrent tasks, meet tight deadlines and to work in an independent, flexible manner where required.
- f. A high level of personal integrity.
- g. Current Australian Driver's Licence with the ability to travel to metropolitan and rural locations.
- h. Current Working with Children Check (WCC)

5. HSV's Leadership Capability Framework

Everyday leaders

Everyday leaders are motivated and passionate about HSV's work and committed to delivering their work efficiently and to a high standard. They take responsibility for getting the job done and seek opportunities to collaborate and to

share or gain knowledge. They understand how their work fits into HSV's strategy and are committed to the organisational vision.

Priority leadership capabilities for everyday leaders:

- Problem solver – Demonstrates problem solving within scope of role. Develops useful, workable and practical solutions to address issues, shows initiative, gets things done and owns the results
- Operates with integrity – Acts honestly, is professional and lives HSV values
- Works collaboratively - A team player who values all contributions and works jointly with others (internally and externally) to deliver results
- Health and safety - Sets expectations and takes responsibility for a physically and psychologically safe culture and work environment

6. Locations for work

Primary:

- CBD Office: 11/50 Lonsdale Street, Melbourne VIC 3000

Secondary:

- Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
- Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.
- Regular travel and attendance at all HSV locations is a requirement of this position.

Some travel to HSV customer sites is a requirement of this position.

As relevant the position may be required to work from home from time to time.