

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Senior RMO Advisor
Service & Directorate:	RMO Unit, Operations Directorate
Location:	Invercargill
Reports to:	District RMO Unit Manager
Number of direct reports:	Nil
Date:	November 2019

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>To coordinate the activities of Resident Medical Officers (RMOs) within Southern District Health Board. To ensure that all aspects of RMO rosters are coordinated effectively and there is compliance with the two Multi-employer Collective Agreements (MECAs) and Southern DHB policies and procedures.</p> <p>On occasions to act on behalf of the District RMO Unit Manager in liaising with services staff across the Southland Hospital. To provide ongoing advice to the District RMO Unit Manager about the day to day operations of the Southland Hospital RMO Unit office and to escalate issues.</p> <p>To act as a leader (without delegated authority) to the other staff member(s) in the Southland Hospital RMO Unit office.</p>

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Dealing with Ambiguity	Can effectively cope with change can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Organisational Agility	Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • District RMO Unit staff • Resident Medical Officers (RMOs) • Prevocational Educational Supervisors 	<ul style="list-style-type: none"> • RMO unions • Medical Council of New Zealand • Other District Health Boards

<ul style="list-style-type: none"> • Medical Directors, Clinical Leaders and Senior Medical Officers • General Managers, Service Managers and Service Improvement Managers • Charge Nurse Managers and Unit Managers • Intern Supervisors • Other Southern DHB staff 	<ul style="list-style-type: none"> • Immigration NZ • District Health Board Shared Services • Australasian Colleges
---	--

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Level 3 NCEA or equivalent 	<ul style="list-style-type: none"> • Relevant HR related degree or diploma • Administration qualification
Experience	<ul style="list-style-type: none"> • Knowledge of the roles and responsibilities of medical staff in a large and complex health service. • Previous experience in clinical staff rostering and work allocation. 	<ul style="list-style-type: none"> • Greater than intermediate level in Word, Excel and Outlook • Previous knowledge of clinical staff rostering and allocation • Previous experience in a team leader type role
Knowledge and Skills	<ul style="list-style-type: none"> • Experience in managing a heavy administrative load with strict deadlines • Excellent written and communication skills • Excellent time management skills with the ability to reprioritise work • Demonstrate good interpersonal skills, including an ability to work with people at all levels of the organisation • Experience in interpreting complex information and correctly applying this to real situations • Be flexible, able to adapt to change, and anticipate change and act accordingly to meet those changes 	<ul style="list-style-type: none"> • Experience in working with RMOs • Knowledge of the roles and responsibilities of medical staff in a large and complex health service
Personal Qualities	<ul style="list-style-type: none"> • Demonstrate good interpersonal skills, including an ability to work effectively with people at all levels of the organisation • Be able to manage conflict situations effectively • Be able to maintain confidentiality • Be committed to providing a high level of service • Excellent prioritising and time management skills • Have excellent written and oral communication skills • Be flexible, be able to adapt to change, and anticipate change and act accordingly to meet those changes. • Accepts responsibility for actions and the ability to learn. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Management of RMO rosters	
<ul style="list-style-type: none"> • Write and publish several RMO rosters ensuring MECA and DHB standards are met • Management of a number of RMO rosters on behalf of clinical services • Update the rosters as changes occur and communicate these changes to necessary stakeholders • Contacting all appropriate RMOs to seek cover for any roster gaps resulting from unplanned leave and offering additional payments as per the MECA and DHB standards • Consider and approve / decline requests for planned leave such as annual and alt stat leave • Allocate relief cover for RMOs on leave or night duty • Assess and approve / decline requests for shift swaps against basic health and safety requirement to ensure limits on hours have not been exceeded • Advise services of potential roster issues along with offering possible solutions to these • Complete the administrative processes around the management of rosters including entering shift data for RMOs onto payroll databases and the completion of forms advising of changes • Completion roster sign off and fortnightly authorisation of timesheets 	<ul style="list-style-type: none"> • Successful operation of rosters in an accurate and timely manner • Where possible, shifts covered well in advance of vacant duty • Payroll system records accurate • Rosters are compliant with the MECA and meet SDHB standards
Provision of leadership	
<ul style="list-style-type: none"> • Provision of leadership (without delegated authority) to the remaining member(s) of the Southland RMO Unit office team • On occasions to act on behalf of the District RMO Unit Manager in liaising with services staff across the Southland Hospital. • Attend meetings, and then update the District RMO Unit Manager, on their behalf • To provide ongoing advice to the District RMO Unit Manager about the day to day operations of the Southland Hospital RMO Unit office and to escalate issues. 	<ul style="list-style-type: none"> • Accurate and timely updates are provided to the District RMO Unit Manager • Key service staff at Southland Hospital approve the Senior RMO Advisor with issues • Successful and timely resolution of issues
Locum placements	
<ul style="list-style-type: none"> • Liaising with agencies in regards to the temporary placement of locum RMOs • Updating and advising services in regards to availability of temporary locum contractors • Liaising with agencies to ensure all appropriate paperwork has been completed,, including ensuring the agent has agreed to the national DHBs Contract for Service • Ensure all locum RMOs are provided with an appropriate orientation as well as other tools required by them 	<ul style="list-style-type: none"> • Locums are engaged in a timely manner • Prior to commencing any assignment, locums have received the necessary information in which to carry out their role effectively • SDHB requirements for locum staff such as Childrens Act and MRSA checking completed appropriately and timely thereby not delaying the commencement of the assignment

<ul style="list-style-type: none"> • Ensure other mandatory requirements, such as MRSA clearance, are met prior to them starting • Book appropriate accommodation for locum RMOs • Advise RMO Advisor and other Southern DHB of details pertaining to the placement • Have oversight over locum timesheets and resulting agency invoices ensuring accuracy 	
Management of run allocations and regular run changes	
<ul style="list-style-type: none"> • In collaboration with the relevant training supervisors, assist with determining run allocations for RMOs ensuring appropriate experiences are provided for so that RMOs are eligible for general registration with the Medical Council of New Zealand. • Coordinate activities to do with the regular change of run allocations for RMOs including advising relevant staff of the changes and the completion of appropriate paperwork as well as inputting of data onto payroll systems 	<ul style="list-style-type: none"> • Run allocations are appropriate to the level and career plans of the RMO concerns • RMOs are informed in a timely manner of their runs • Information regarding changes of salaries resulting from run changes are accurate and provided to Payroll for processing prior to the run change commencing
Prevocational Medical Training Programme	
<ul style="list-style-type: none"> • Support the DHB Prevocational Educational Supervisors (PES) in facilitating the DHB Prevocational Medical Training Programme • Where necessary liaise with the PES team and RMOs in making regular appointments to review Intern runs • Remind Clinical Supervisors and Interns regarding their regular meetings. Escalate any issues as needed • Allocate within the Eport in a timely manner • Ensure information relating to accredited runs is current and up to date • As needed, establish an Advisory Panel to review and endorse applications for General Registration • Update the relevant PES and RMO Unit Manager regarding any issues including information about Interns who are experiencing problems • Support the PES team in facilitating the weekly Intern Teaching programme 	<ul style="list-style-type: none"> • The Prevocational Medical Training programme is well run with the Clinical Supervisors and Interns aware of their requirements • Runs allocated within the Eport are correct and timely • Advisory Panels are set up in advance and are well communicated • The PES team and RMO Unit Manager are appraised of any issues pertaining to Intern difficulty
Administrative Duties	
<ul style="list-style-type: none"> • Coordinate reimbursement of RMO expenses and give advice on entitlements • Attend RMO Unit, some Training & Management Committee, as well as other ad hoc meetings. Act as secretariat for these groups as necessary. • Action invoices for payment and maintain an accurate record of these • Maintenance of run descriptions and reviews • Supporting RMOs who are required to travel by making necessary travel and accommodation arrangements 	<ul style="list-style-type: none"> • Administrative tasks are managed in accordance with MECA entitlement and in a timely manner
Advisory	
<ul style="list-style-type: none"> • Provision of correct advice to do with the management of RMOs to service staff as needed • Provision of correct MECA advice to RMOs as needed 	<ul style="list-style-type: none"> • Advice provided is correct • Checking with the RMO Unit Manager in the event of uncertainty

Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Living Southern DHB Values	
<p>Proactively demonstrating Southern DHB values in all aspects of the role.</p>	<ul style="list-style-type: none"> Demonstrates behaviours that we want to see from each other, at our best. Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

.....
Employee

.....
Date

.....
Manager

.....
Date