

Position Description

Employment Agreement:	Southern DHB and APEX Pharmacy Collective Agreement
Position Title:	MOSAIQ Specialist
Service & Directorate:	Southern Blood & Cancer, MWCD
Location:	Dunedin
Reports to:	Service Manager – Southern Blood & Cancer Service
Number of direct reports:	Nil
Date:	August 2021

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
To effectively manage the MOSAIQ system to ensure it is kept up to date, functional and safe, whilst ensuring appropriate immediate clinical support is able to be provided to all end users. To configure clinical / non-clinical aspects of the MOSAIQ system in collaboration with staff and to ensure existing and new software developments are incorporated. To provide ongoing training and support to staff using MOSAIQ.

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	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
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.
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.
Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind policies, practices and procedures; understands the cultures of organisations.
Priority Setting	Spend his/her time and the time of others on what's important; quickly zeroes in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • ADON • Charge Nurse Manager SBCS • SMOs (SBCS) • SBCS Staff • Pharmacists • Medchart Team • Nursing staff district wide 	<ul style="list-style-type: none"> • Elekta SupportPlus and Company Representatives • Canterbury District Health Board MOSAIQ users • Other DHBs • Mercy Cancer Care • Southern Regional Hub • Cancer Control Agency

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"> • Must be registered or be eligible for registration with a relevant health authority and hold a current annual practicing certificate • Must actively participate in a Continuing Competency Programme 	<ul style="list-style-type: none"> • Relevant clinical experience • I.T savvy • Experience in project work
Experience	<ul style="list-style-type: none"> • MOSAIQ system experience • Relevant clinical experience • Knowledge of chemotherapy and associated drugs 	
Knowledge and Skills	<ul style="list-style-type: none"> • Up to date knowledge of the oncology/haematology clinical area with recent clinical experience • Computer literate with a broad based understanding of computer skills • Evidence/best practice focused in service delivery 	<ul style="list-style-type: none"> • Advanced computer skills, including use of word processing and PowerPoint. • Possess skills for the critical appraisal of research/ literature searches/ reviews.
Personal Qualities	<ul style="list-style-type: none"> • Be committed to oncology / haematology and to professional development and personal growth • Be able to work actively and co-operatively in a multi-disciplinary clinical team, liaising appropriately with relevant health care professionals including managers and others involved with the client, family whanau, organisations and agencies • Be able to work effectively both as a team member and autonomously • Have proven tact and integrity • Be adaptable to new experiences • Friendly with a sense of humour • Self-motivated and energetic • Demonstrate a high level of interpersonal skills with the ability to develop rapport with a wide variety of people • Demonstrate sound time management skills 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Support	
Demonstrates the ability to provide immediate clinical support	
<ul style="list-style-type: none"> • Clinical and non-clinical staff are able to use MOSAIQ without disruption to their workflow • Is able to trouble-shoot and resolve day to day MOSAIQ issues/problems 	<ul style="list-style-type: none"> • Responds in a timely manner to requests for assistance • Issues are resolved
MOSAIQ expertise / development	
Demonstrates the ability to configure clinical / non-clinical aspects of the system to ensure and sustain a safe and effective system	
<ul style="list-style-type: none"> • All Chemotherapy care plans and associated drugs are in MOSAIQ 	<ul style="list-style-type: none"> • Electronic prescribing only • eScribe automations

<ul style="list-style-type: none"> Existing and new functionality is being used to its full potential Safety features within MOSAIQ are being used Effectively manages the system to ensure it is kept up to date Manages upgrades 	<ul style="list-style-type: none"> Alerts / parameters are applied within MOSAIQ System upgrades occur
Teaching Promotes an environment that enables staff to use MOSAIQ	
<ul style="list-style-type: none"> Provides teaching, demonstrations and ongoing refresher training Confident presenter Interprets the learning need Collaborates with staff regarding their work practice and areas for development 	<ul style="list-style-type: none"> All existing staff and new staff have a MOSAIQ login and can adequately use the system to complete necessary tasks
Collaboration Demonstrates the ability to work with other staff on MOSAIQ related initiatives	
<ul style="list-style-type: none"> Works with Radiation Therapists to develop their MOSAIQ system Shares skill and expertise with others Provides assistance as directed by the managers Works with pharmacy to provide training in MOSAIQ in order to maintain their knowledge Works with the Medchart Team to ensure a safe process of prescription and administration of non-chemotherapy medications 	<ul style="list-style-type: none"> Radiation progress keeps abreast with oncology progress Assists and guides staff with specific MOSAIQ queries Liaises with the Medchart Team as needed
Professional Development Takes responsibility for professional competency	
<ul style="list-style-type: none"> Takes responsibility for maintaining professional competency, practicing certificate / registration including appraisal, peer review. Undertakes training in consultation with the managers which maintains MOSAIQ competency Identifying areas for personal and professional development. 	<ul style="list-style-type: none"> Registration with relevant health authority MOSAIQ expertise Satisfactory performance review 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.
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	
Proactively demonstrating Southern DHB values in all aspects of the role.	<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.

	<ul style="list-style-type: none"> • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
Health, Safety and Wellbeing	
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.	<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	
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.	<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:

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Employee

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Date

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Manager

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Date