

Position Description

Employment Agreement:	DHBs/PSA South Island Administrative MECA
Position Title:	RMO Unit Coordinator
Service & Directorate:	RMO Unit, Medicine Womens and Childrens Directorate
Location:	Dunedin or Invercargill
Reports to:	District RMO Unit Manager
DHB Delegation Level:	n/a
Number of direct reports:	Nil
Date:	August 2023

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

The role of the RMO Unit Coordinator is to assist the RMO Unit in providing seamless, proactive coordination and administration services to the day-to-day management of Resident Medical Officers (RMOs). The RMO Unit Coordinator will be responsible for the administration of the Prevocational Medical Training Programme and will provide support to the wider Southern district by providing guidance on matters to do with RMO run descriptions and change processes.

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 Competencies

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 organise 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 key policies, practices, and procedures; understands the cultures of organisations
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 organisation; provides individuals information so that they can make accurate decisions; is timely with information.
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.

KEY RELATIONSHIPS

Within Te Whatu Ora Southern	External to Te Whatu Ora Southern
<ul style="list-style-type: none">RMO Unit team	<ul style="list-style-type: none">Candidates
<ul style="list-style-type: none">Prevocational Educational Supervisors	<ul style="list-style-type: none">Other Districts / Hospitals
<ul style="list-style-type: none">Service Managers/General Managers	<ul style="list-style-type: none">Medical Council of NZ
<ul style="list-style-type: none">Service Administrators	<ul style="list-style-type: none">RMO Unions

<ul style="list-style-type: none"> • Clinical Directors /Medical Directors 	
<ul style="list-style-type: none"> • People and Communication team 	
<ul style="list-style-type: none"> • Wider hospital services such as Payroll, Occupational Health, Digital Team 	

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"> • NCEA Level 3 or equivalent 	<ul style="list-style-type: none"> • Human Resources or Business Administration Qualification or Equivalent
Experience	<ul style="list-style-type: none"> • At least 2 – 5 years Administration or Coordination experience • Customer service experience • Demonstrated experience in adapting to time critical demands including ability to manage workload and priorities 	<ul style="list-style-type: none"> • Experience in health or other public sector environment desirable
Knowledge and Skills	<ul style="list-style-type: none"> • Proven organisations skills including strong attention to detail • Proactively networks and maintains contact with staff at all levels of the origination, stakeholder, suppliers and external agencies both on a formal and informal basis. Takes responsibility to establish contact and build relationships with key people • Excellent knowledge of administration policies, systems and procedures 	<ul style="list-style-type: none"> • Significant knowledge of health and Disabilities Services
Personal Qualities	<ul style="list-style-type: none"> • Self starter with a can-do attitude ability to inspire and influence others to action • Ability to foster and maintain excellent relationships • Enquiring mind, pursues continuous improvement • Balanced outlook that lends to fast, pragmatic decisions and actions based on sound judgment • Commitment and personal accountability. • Appreciates and values diversity • Ability to work both independently and within a team with minimal supervision • Able to set work priorities and meet deadlines • Evaluates situations and identifies existing problems or opportunities. • Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. 	

	<ul style="list-style-type: none"> • Ability to effectively communicate verbally and in writing with a variety of people. • A natural, open manner and level of self-confidence, which helps generate trust and good working relationships
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KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p>Administration of the Prevocational Medical Training Programme The RMO Unit Coordinator will support the RMO Unit, the Prevocational Educational Supervisors and Medical Director Training and Education; by coordinating administrative tasks to ensure the smooth operation of the Prevocational Medical Training Programme</p>	
<ul style="list-style-type: none"> • Act as Secretariat for the Prevocational Medical Training and Management Committee • Administration of the MCNZ Eport • Allocation of House Officers to the correct clinical attachment within the Eport • Follow up with House Officers and Clinical Supervisors to ensure regular meetings have been held and updated into the Eport • Coordinating and supporting the end of year Advisory Panels • Support the Committee in preparation for MCNZ accreditation visit and the provision of the annual report • Seeking the accreditation and reaccreditation of runs as is needed, including seeking the setting up of clinical supervisors in the Eport • Ongoing liaison with the RMO Advisor regarding Eport compliance • Liaison with Medical Council team members as necessary • Development and maintenance of a Prevocational Medical Training manual • Coordination, in conjunction with the teaching group committee, of room bookings for the year, including any technology requirements • Holding the House Officers' tracers during protected teaching (2 x weekly) 	<ul style="list-style-type: none"> • Agendas and minutes of the meeting are correct and circulated in a timely manner • House Officers and Clinical Supervisors complete the meeting requirements as per Council expectations • Accreditation self assessments are prepared in advance • Eport content relating to runs and associated supervisors is correct • The RMO Advisor and Team Leader are aware of any issues with compliance
<p>Maintenance of RMO Run Description Database The RMO Unit Coordinator will ensure run descriptions are up to date with all undergoing regular review to ensure currency</p>	
<ul style="list-style-type: none"> • Administration of the Run Description Database • Provision of support to services when undertaking a review • Regular scheduling of reviews to ensure currency of descriptions • Liaison with Union delegates and advocates as necessary 	<ul style="list-style-type: none"> • Run descriptions are accurate • Services complete run reviews accurately and timely
<p>Provision of support for services to manage change processes The RMO Unit Coordinator will provide services with support and guidance to manage change</p>	
<ul style="list-style-type: none"> • Provide timely guidance to services seeking information on how to manage change 	<ul style="list-style-type: none"> • Services complete change processes accurately and in keeping with Te Whatu Ora policies and the two RMO Collective Agreements

<ul style="list-style-type: none"> • Develop and maintain change process guidelines that are in keeping with Te Whatu Ora policies and the two RMO Collective Agreements • Develop and meaning a change database to ensure details of any changes are correctly captured and archived 	<ul style="list-style-type: none"> • Documented processes are easy to follow and up to date
<p>Administration of the RMO Unit TEAMS and SharePoint sites The RMO Unit Coordinator will be responsible for ensuring the RMO Unit TEAMS and SharePoint sites are appropriate and contain relevant data to support RMOs and those managing this group</p>	
<ul style="list-style-type: none"> • Administration of the RMO Unit TEAMS and SharePoint sites • Development and seeking of material for the two sites • Regular review of stakeholders about the usefulness of the information on the site 	<ul style="list-style-type: none"> • Information contained in the sites is accurate and relevant • The sites are easy to navigate • Stakeholder feedback is acted upon in a timely manner
<p>Coordination of Community Based Attachments The RMO Unit will provide support to the RMO Unit Manager and Advisors with the coordination of Community Based Attachments</p>	
<ul style="list-style-type: none"> • Development and maintenance of the CBA Booklet which highlights aspects of working in individual CBAs • Schedule and arrange the regular CBA Clinical Supervisor evenings 	<ul style="list-style-type: none"> • The CBA booklet is a useful tool used by all House Officers when preferencing their runs • The CBA Clinical Supervisor evenings are well advertised
<p>Facilitation of ACE process The RMO Unit Recruitment Coordinator will coordinate the ACE process on behalf of Te Whatu Ora Southern</p>	
<ul style="list-style-type: none"> • In collaboration with the RMO Unit team, facilitate the process so that representatives from Southern attend the annual ACE webinar • Facilitate the annual ACE selection process by arranging the selection meeting and providing hard copy applications as requested • Updating the ACE website with ranking details including the total number of positions available 	<ul style="list-style-type: none"> • Southern is showcased in a positive image • The ACE process is completed smoothly and without error
<p>Other Coordination Activities The RMO Unit Coordinator will provide the wider RMO Unit team with support in the coordination of activities related to the day-to-day management of the RMO workforce including, but not limited to, those below:</p>	
<ul style="list-style-type: none"> • Provision of support to the RMO Advisors by administering functions such as annual leave ballots and seeking run preferences • Provision of support to the RMO Advisors in administrative functions such as communicating run allocations and other notifications • Where requested, entering and approval of RMO daily shifts in the Time and Attendance system • Monthly collation of data to inform the RMO Unit Manager's monthly report • Undertaking projects to support RMO Unit quality improvement initiatives • Provision of support, by way of reference seeking, data entry or other similar activity, to the RMO Unit Recruitment Coordinator during 	<ul style="list-style-type: none"> • RMO Advisors are more able to focus on their core roles • Information provided to the RMO Unit Manager is reliable and timely

<p>the Annual Recruitment Cycle as needed and where time permits</p> <ul style="list-style-type: none"> • The RMO Unit Coordinator will undertake projects from time to time. These projects will be focused on service improvement and enhancing the role of the RMO at Southern. 	
<p>Team and Individual performance Participate in and contribute to the internal development and functioning of the team</p>	
<ul style="list-style-type: none"> • Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members. • Contribute to team communication and learning activities. • Can deal comfortably with Managers at all levels. • Promote and adhere to the philosophy and values of the DHB mission and values. • Foster and support commitment to achieving the highest level of health and safety, including identification and reporting of all hazards, assistance in resolving issues that may cause harm to staff, and working safely at all times. • Continue personal development by identifying and engaging in formal and information personal development opportunities. • Suggest and contribute new ideas. 	<ul style="list-style-type: none"> • Active participation in the team. • Collegial support and strong working relationships evident with other team members. • Engagement with the values and expectations of the role
<p>Other Duties</p>	
<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 Te Whatu Ora – Health New Zealand, Southern’s 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 the organisations processes and reflects best practice. • Research undertaken is robust and well considered. • Live and support the organisations values in everything you do.
<p>Professional Development – self</p>	
<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.
<p>Health, Safety and Wellbeing</p>	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Te Whatu Ora, Southern Health, Safety and Wellbeing policies, procedures and</p>	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under the organisations Health and Safety policy/procedures.

<p>systems.</p>	<ul style="list-style-type: none"> 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.
<p>Treaty of Waitangi</p>	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide Te Whatu Ora, Southern's response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity. <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care. <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori. 	<ul style="list-style-type: none"> You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaua: Māori Health Action Plan 2020-2025. You will contribute to responding to the organisations Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau. You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues. Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients 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