

Position Description

Employment Agreement:	PSA National Health Administration Collective Agreement
Position Title:	RMO Advisor
Service & Directorate:	RMO Unit, Medicine Womens and Childrens Directorate
Location:	Southland Hospital
Reports to:	Team Leader, Southland Hospital
Delegation Level:	N/A
Number of direct reports:	Nil
Date:	July 2024

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 coordinate the activities of Resident Medical Officers (RMOs) within Health New Zealand – Te Whatu Ora Southern (HNZ). To ensure that all aspects of RMO rosters, claims and leave applications are coordinated effectively and there is compliance with the RMO Collective Agreements (SECA) and HNZ guidelines and policies.

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.
Management Competencies	
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.
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.
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	External to Southern
<ul style="list-style-type: none"> • District RMO Unit staff 	<ul style="list-style-type: none"> • Medical Council of New Zealand
<ul style="list-style-type: none"> • RMOs 	<ul style="list-style-type: none"> • Other Districts
<ul style="list-style-type: none"> • Service Leadership Teams 	<ul style="list-style-type: none"> • Dunedin School of Medicine
<ul style="list-style-type: none"> • Directorate Leadership Teams 	<ul style="list-style-type: none"> • Unions
<ul style="list-style-type: none"> • Prevocational Educational Supervisors 	<ul style="list-style-type: none"> • Australasian Colleges
<ul style="list-style-type: none"> • Payroll 	
<ul style="list-style-type: none"> • Human Resources 	

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 2 NCEA or equivalent 	<ul style="list-style-type: none"> Relevant tertiary degree or diploma Administration qualification
Experience	<ul style="list-style-type: none"> Previous administration experience Intermediate level in Word, Excel and Outlook Experience in working in a busy and complex environment 	<ul style="list-style-type: none"> Greater than intermediate level in Word, Excel and Outlook Previous knowledge of clinical staff rostering and allocation
Knowledge and Skills	<ul style="list-style-type: none"> 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"> Ability to maintain calmness when under pressure Resilient in the face of challenging circumstances Methodical and systematic with an eye for detail Able to maintain confidentiality Be committed to providing a high level of service Be able to manage conflict situations effectively Willing to work within a team and to provide assistance to that team as necessary 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Management of RMO rosters	
<ul style="list-style-type: none"> Completion of some RMO rosters on behalf of clinical services. Rosters must be compliant with the SECA and meet HNZ standards In collaboration with services, manage planned leave/short notice leave for RMOs Manage 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 Ensure that RMO timesheets are validated and authorised as required 	<ul style="list-style-type: none"> Successful completion of rosters in an accurate and timely manner Where possible shifts covered well in advance of vacant duty Timesheet records accurate

<ul style="list-style-type: none"> Support the team by providing assistance with on-boarding activities for locums Facilitation of RMO planned leave activities, including management of study leave applications 	
Management of run allocations and regular run changes	
<ul style="list-style-type: none"> 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 allocation data is up to date RMOs are aware of their run allocation
Facilitation of MCNZ processes	
<ul style="list-style-type: none"> Develop expertise in the understanding and application of NZ Medical Council processes Develop expertise in the operation of the MCNZ eport Ensure information in the eport pertaining to run allocation, clinical supervisor data and prevocational educational supervisor information is correct Follow up on the mandated meetings between clinical supervisors and their Interns to ensure these are recorded in the eport in the required time 	<ul style="list-style-type: none"> Eport information is up to date and correct
Other Administrative duties	
<ul style="list-style-type: none"> Accepting RMO expense claim requests and reviewing against SECA and HNZ policies to ensure the request is appropriate Support the wider team in preparation for the annual recruitment round and orientation of incoming RMOs 	<ul style="list-style-type: none"> Expense claims put forward for approval are appropriate Incoming RMOs receive correct information pertaining to rostering and other matters managed by the RMO Advisor
Management of relationships (internal and external)	
<ul style="list-style-type: none"> Develop positive and meaningful relationships with RMOs and relevant hospital staff as well as external stakeholders Regularly liaise with other RMO Unit staff to ensure they are fully aware of issues and concerns relevant to them In collaboration with the Recruitment Advisors, assist RMOs with information on training opportunities available in the Southern region and in NZ Inform relevant service staff about any College training requirements that may have impact for their services Assist other RMO Unit staff as required Provide cover for the other Advisors when they are on leave 	<ul style="list-style-type: none"> The RMO Advisor is perceived by RMOs in a positive manner The RMO Advisor is perceived by hospital departments in a positive manner
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>	<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 Southern processes and reflects best practice.

	<ul style="list-style-type: none"> • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Southern’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern’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