

Position Description

Employment Agreement:	Senior Medical and Dental Officers Collective Agreement
Position Title:	Senior Medical Officer
Service & Directorate:	Lakes District Hospital, Hospital & Specialist Services - Southern
Location:	Lakes District Hospital
Reports to:	Service Manager, Lakes District Hospital
Number of direct reports:	None
Date:	July 2024

PURPOSE OF ROLE

- To provide specialist rural health medical services to patients of Health New Zealand presenting to Lakes District Hospital in Queenstown
- Lakes District Hospital is a rural hospital, and the role is required to perform medical services in the Emergency Department, the inpatient ward and in the outpatient area.
- This position is for a Specialist in Rural Health Medicine but an Emergency Medicine specialist can also perform the role should they have the necessary and appropriate experience to undertake the role.
- Lakes District Hospital is accredited for postgraduate training by the Division of Rural Hospital Medicine and by the Australasian College of Emergency Medicine (for Special Skills). Supervision and training of junior medical staff, nursing staff and medical students is also part of the role.

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 stakeholders; gets first hand stakeholder information and uses it for improvements in products and services; acts with patients and their family/whanau in mind; establishes and maintains effective relationships with patients and colleagues 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.

Managing Diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
Role Specific Competencies	
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.
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.
Building Effective Teams	Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
Interpersonal Savvy	Relates well to all kinds of people—up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.

KEY RELATIONSHIPS	
<p>Internal</p> <p>Service Manager, Lakes District Hospital General Manager, Southland and Lakes District Hospital Clinical Director, Lakes District Hospital Medical Director for Lakes District Hospital Rural Hospital Medicine specialists Chief Medical Officer Junior Medical Staff Director of Nursing and Director of Allied Health for Lakes District Hospital Nursing and other Allied Health staff Administration staff Other staff within Health New Zealand</p>	<p>External</p> <p>Patients and their families/Whanau Other Rural Hospitals including Dunstan Local general practitioners St John Ambulance staff Volunteers and other members of the public</p>

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

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

- Must be a medical practitioner registered with the Medical Council of New Zealand or is able to be registered with the Medical Council of New Zealand prior to commencing
- Must hold a specialist qualification which will enable Vocational Registration in Rural Hospital or Emergency Medicine with the Medical Council of New Zealand.
- By its nature, Rural Hospital Medicine is a broad clinical role. It is expected that the Rural Health Specialist would have received training in the broad aspects of the role. Applications from Emergency Medicine specialists will be assessed as to whether they have the necessary breadth of experience to undertake the role.
- Regardless of specialty it is the expectation that Continuing Medical Education funds and time are utilised to upskill practice in any area of practice that is considered necessary.

KEY ACCOUNTABILITIES	DELIVERABLES	EXAMPLE MEASURES
<p>SERVICE DELIVERY:</p> <p>Ensure delivery of medical services which are efficient, effective and to a high clinical standard</p>	<p>Provide to patients a safe, competent, and respectful service in the management of their conditions and according to their clinical priority.</p> <p>Communicate effectively with patients on their condition and treatment, always ensuring patient rights are protected and all consents required are acquired before treatment.</p> <p>Provide for comprehensive and appropriate records of patients seen using Health NZ systems and be responsible for ensuring that such records are available in accordance with normally accepted procedures.</p> <p>Report promptly to the Clinical Leader or Service Manager, Lakes District Hospital any unusual incidents or occurrences, especially those which may give rise to complaints or legal action against Health New Zealand - Southern.</p> <p>Ensure effective use of Health New Zealand - Southern resources of staff and facilities, by the application of effective efficient and economical patient management techniques.</p> <p>Ensure that the standard of service provided is commensurate with Health New Zealand - Southern duties and intentions, the Health New Zealand - Southern District Annual Plan and the Health New Zealand - Southern policies and procedures.</p> <p>Respond to the Health New Zealand - Southern circulars and strategic Business Plans.</p> <p>Keep informed of developments in the area pertinent to speciality and maintain own skills and knowledge of speciality to professional college guidelines.</p> <p>Provide advice as requested by the Clinical Leader, Lakes District Hospital</p> <p>Assist with the development of clinical policy in conjunction and collaboration with colleagues in Lakes District Hospital and elsewhere.</p>	
<p>CLINICAL ROLE – DIRECT PATIENT CONTACT</p>	<p>Must work in both the emergency department and managing secondary care of admitted patients on the ward (inpatient care)</p> <p>Provide medical assistance on delivery suite and neonatal resuscitation for the co-located Primary birthing suite within your scope of expertise</p> <p>Be responsible for and co-ordinate emergency care in Lakes District Hospital.</p> <p>Act as a member of the Lakes District Hospital team in providing suitable cover through continuous rostered shifts</p> <p>Cover fracture clinics as rostered</p> <p>Respond immediately and appropriately to any life-threatening situations, summoning professional help as required.</p> <p>Prioritise acute patients for assessment.</p>	

	<p>Assess and diagnose new patients using clinical skill and investigative procedures available within the hospital.</p> <p>Plan and order treatment as appropriate.</p> <p>Arrange appropriate transfer for patients, as required.</p> <p>Network with other disciplines/colleagues, requesting their services as necessary.</p> <p>Review existing conditions in returning patients.</p> <p>Accept telephone calls from General Practitioners and others.</p> <p>Ensure appropriate follow up and discharge procedures are carried out maintaining patient safety at all times.</p> <p>Produce blood alcohol samples for the legal agencies if requested, with the patient's consent, and subject to clinical priorities.</p> <p>Be familiar with and remain up to date with appropriate modern treatments and techniques.</p> <p>Participate in handover meetings and assign responsibilities for the continued medical care of patients at the beginning of each shift.</p> <p>Provide ongoing care for patients admitted to Lakes District Hospital.</p> <p>Advise individual patients regarding preventative aspects of health care.</p> <p>Prompt acknowledgement of radiology and laboratory results with appropriate follow-up actions as needed</p>	
<p>INDIRECT PATIENT CARE</p>	<p>Carry out other supportive functions to the core clinical task such as report writing and discharge summaries for the General Practitioner.</p> <p>Consult with other health professionals to facilitate the management of patients, within and outside Health New Zealand - Southern .</p> <p>Be familiar with the Health New Zealand - Southern Emergency plan as it relates to Lakes District Hospital.</p> <p>Comply with the requirements of appropriate Professional bodies such as Medical Council.</p> <p>Maintain accurate patient records.</p> <p>Liaise with agencies such as the Police when required, complete legal documents and appear in Court when necessary.</p> <p>Attend and contribute to Health New Zealand - Southern meetings as requested or approved by the Clinical Leader, Lakes District Hospital.</p>	

<p>RESOURCE AND CLINICAL SUPERVISION RESPONSIBILITIES</p>	<p>Able to encourage and foster positive working relationships between all staff within Lakes District Hospital.</p> <p>Delegate tasks and responsibilities appropriately to clinical support staff assessing task complexity against assessed skill levels of individuals.</p> <p>Assist nursing staff with unfamiliar procedures.</p> <p>Provide feedback to the Ambulance Service.</p> <p>Report issues and critical incidents to Clinical Leader, Operations Manager and other appropriate persons.</p> <p>Provide tuition, supervision and lectures to Health New Zealand staff as may be required by such agencies such as a College Training Scheme, fulfilment of Medical Council requirements/hospital training requirements.</p> <p>Provide clinical supervision and tuition to Health New Zealand - Southern staff and other professional and community groups as may be required.</p>	
<p>COMMUNICATION</p>	<p>Inform patients and when necessary relative/caregivers of treatment and procedures and provide the opportunity to ask questions relevant to their particular needs.</p> <p>Maintain effective interpersonal relationships with Lakes District Hospital Staff, other Health New Zealand - Southern staff, patients and relatives/ caregivers.</p> <p>Ensure patient complaints are dealt with sensitively, promptly, and effectively following Southern DHB procedures.</p> <p>Communicate effectively with appropriate community services such as general practitioners to facilitate safe follow up care for patients.</p> <p>Ensure legal requirements and Health New Zealand - Southern policies and contractual provisions are adhered to when communication with patients, relatives, and members of the public and other health professionals.</p>	
<p>OCCUPATIONAL HEALTH AND SAFETY</p>	<p>Recognize individual responsibility for workplace health and safety under the Health and Safety in Employment Act 1992</p> <p>Health New Zealand - Southern Health and Safety Policies are understood, and relevant procedures applied to own workplaces activities.</p> <p>Workplace hazards are identified and reported, including self-management of hazards where appropriate.</p>	

<p>INFORMATION MANAGEMENT AND TECHNOLOGY</p>	<p>Follow information gathering processes to collect patient, clinical and volume information.</p> <p>Identify information requirements and resources needed and follow documentation standards for both internal and external communication.</p> <p>Assist other staff to maintain information technology processes and requirements.</p>	
<p>PROFESSIONAL DEVELOPMENT</p>	<p>Participate in regular clinical meetings with other clinical staff.</p> <p>Comply with the requirements of appropriate Professional bodies such as Medical Council.</p> <p>Be committed to maintaining and updating own knowledge and skills and participate in ongoing professional activities and regular performance review.</p> <p>Maintain a consistent overview of new information needs relevant to Rural Hospital Medicine and Emergency Medicine by reading journals and attending lectures and seminars.</p> <p>Identify from time-to-time research needs and with the approval of the Health New Zealand - Southern Ethics Committee conduct such research.</p>	
<p>QUALITY</p>	<p>Provide a high standard of specialist care for the community.</p> <p>Demonstrate a willingness to achieve service and organisational objectives in a safe but innovative manner when needed.</p> <p>Participate in audits related to Lakes District Hospital and in particular morbidity/mortality, case review and critical incidents.</p> <p>Maintain accurate records for the purposes of clinical audit.</p> <p>Support Health New Zealand - Southern in the implementation of quality standards to meet accreditation and certification requirements.</p> <p>Understand and practice the principles of quality improvement and contribute to the development of quality plans to ensure continuous quality improvement.</p> <p>Comply with requirements outlined in Service Specifications.</p> <p>Participate in clinical research where appropriate and actively promote research activities.</p>	
<p>ACTIVELY UPHOLD Health New Zealand - Southern PHILOSOPHY, POLICIES AND PROCEDURES</p>	<p>Ensure all policies, procedures and standards of practice of Health New Zealand Southern, relevant Acts, Regulations, Employment Contracts and statutory obligations are adhered to, within the principles of Equal Employment Opportunity, the Treaty of Waitangi and recognition of Tangata Whenua.</p> <p>Be subject to the overall direction of Health New Zealand Southern.</p>	

PERFORM SUCH OTHER DUTIES AS MAY BE REASONABLY REQUIRED	Undertake and perform duties in an efficient and productive manner. Perform such other duties as may be reasonably required by the Clinical Leader and Operations Manager, Lakes District Hospital.	
TREATY OF WAITANGI	The Health New Zealand - Southern is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.	
HEALTH AND SAFETY	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 always working safely.	
QUALITY AND PERFORMANCE	Maintain professional and organisational quality standards. Ensure delivered work is planned, delivered, and implemented consistently against quality standards. Continuously identify improvement opportunities to perform job in most effective manner. Investigate opportunities to achieve goals in a more efficient way.	Performance is in alignment with H.R. quality audit standards, organisational requirements, and professional standards.

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:

..... Date

Employee

..... Date

Manager