

Position Description

Position	RMO Coordinator
Team / Service	RMO Unit
Group	Hospital Operations
District	Capital Coast & Hutt Valley District
Responsible to	Associate RMO Unit Manager
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	Wellington Regional Hospital

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast.

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
 Kotahitanga – Connection, unity, equity
 Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Team/Service Perspective

The RMO Unit facilitates linkages between and provides support for all those involved in RMO management functions across the sub regional districts to ensure consistency of management practices, provision of employment agreement compliance, and administration of employment issues relating to RMOs. It also undertakes sourcing and facilitates selection of RMO's for the sub regional districts.

The RMO unit provides a strategic overview of and input to RMO workforce, Multi-Employer Collective Agreement (MECA) and management issues. The Unit promotes open communication between clinical and operational management, NZ Resident Doctor's Association (NZRDA), Specialty Trainees of NZ (SToNZ) and RMOs.

The RMO Unit's RMO Coordinators work with the services to develop, implement and oversee RMO rosters. Assisting managers with leave, RMO leave management and RMO reimbursements and related administration.

The unit works collaboratively with the relevant Wairarapa and Hutt Valley districts contacts and also participates in National RMO groups.

Purpose of the role

The RMO Co-ordinator will develop, implement and oversee RMO Rosters and related administration processes for an assigned portfolio area. The RMO Coordinator will have a focus of ensuring rosters and related administration is consistent, transparent, efficient and accurate. Such work covers the following functions:

- RMO roster management including planning, recording, accessing and changing rosters
- Assists the coordination and delivery of RMO orientation
- Assists Operations managers with the RMO leave requests and other absences

Position Purpose

To coordinate and provide administrative support for the rostering and management of the Registrars and House Surgeons within the services the position holder is assigned to.

Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

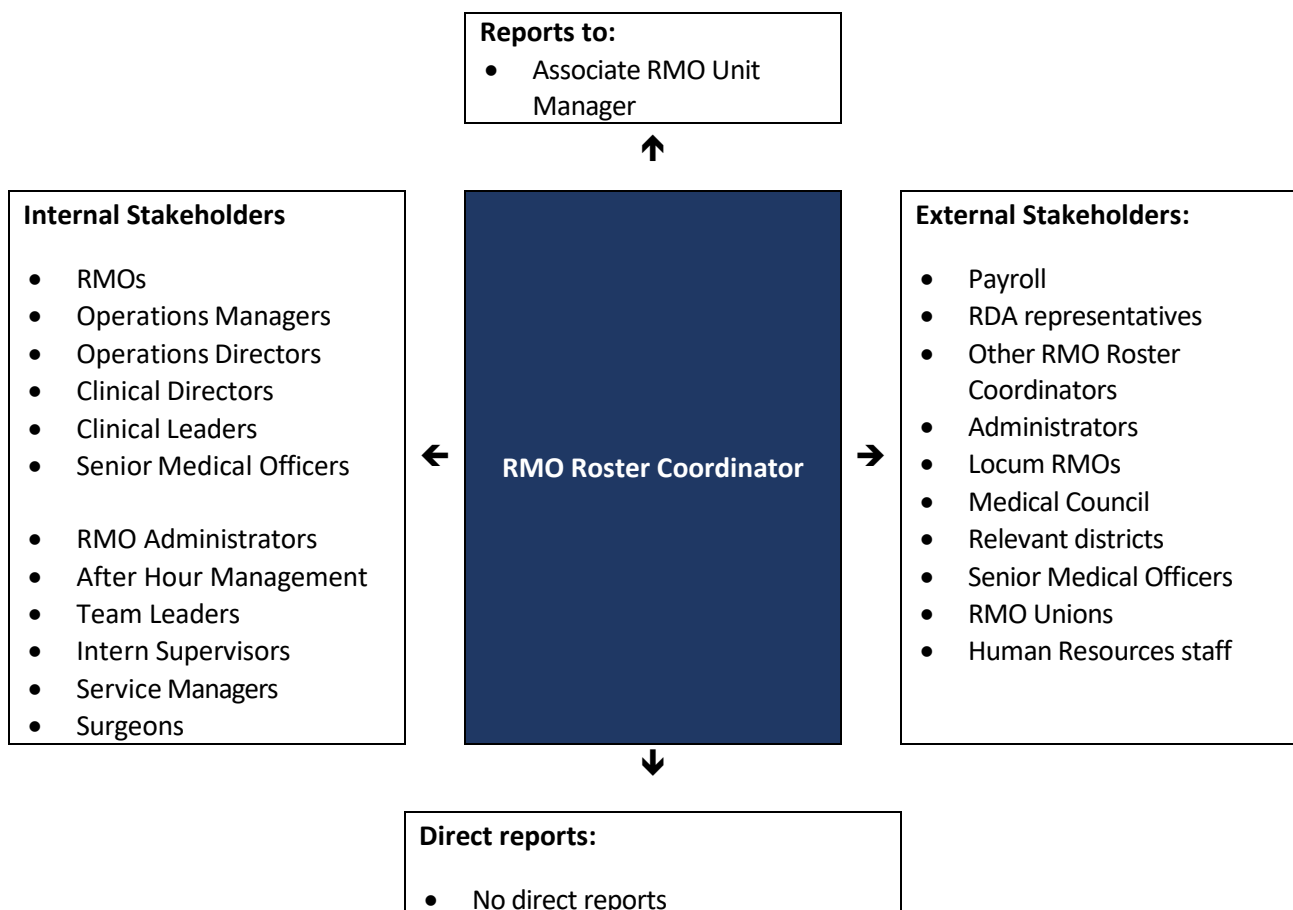
Key accountabilities	Deliverables / Outcomes	Key Performance Indicators / Measures
1. RMO Rosters	<ul style="list-style-type: none"> ▪ Rosters are compiled and distributed as appropriate within the required timelines ▪ RMO annual leave cover is provided when available and where possible. ▪ Receives leave applications ▪ Advises Service Manager of implications of leave cover etc. Notes and monitors timeframe for reply so as not to breach MECA guidelines. ▪ Management of short notice sick leave during week days: team notified, Clinical leader notified (if applicable). Implications identified, possible cover for the day identified and cross cover identified where possible. Notify Service Managers, CNM, the team, and call centre of plan in place. ▪ Management of short notice after-hours gaps in rosters: liaise with team who could assist with cover of after-hours gaps, asking for cover of additional duties. ▪ Clear and timely communication is maintained with the After Hours Management to ensure they are aware of changes and protocols for provision of cover when it is required unexpectedly after hours. ▪ Clear and timely communication is maintained with the Call Centre and Call Centre Manager to ensure all cover and shortage s challenges are noted to ensure the Wellington Doctors' Roster is accurate. ▪ Relieving RMOs are deployed to cover leave or as otherwise requested, and appropriate records are maintained. ▪ Provide roster advice to Operations Managers, Service Managers, Clinical Leaders, Charge Nurse Managers 	<ul style="list-style-type: none"> ▪ Rosters comply with the provisions of the RDA and/or STONZ Collective Agreements and are consistent with run description information. ▪ Management of relievers or locum RMO's to cover leave where appropriate is carried out. ▪ Leave applications are processed to meet deadlines set by the RDA and/or STONZ Collective Agreement. ▪ Short notice sick leave and after- hours gaps in rosters are filled wherever possible or problems to fill after hours gaps are discussed with the appropriate Operations Manager, or Clinical Leader. ▪ Regular and effective communication with Service Managers, Operations Managers, and Call Centre ▪ Awareness of the services RMO's have worked in the past and where they may be able to assist with additional duties. ▪ Effective communication with After Hours Management team when required. ▪ Roster is kept up to date to reflect where relievers are assigned, in compliance with RDA and or STONZ Collective Agreement.

Key accountabilities	Deliverables / Outcomes	Key Performance Indicators / Measures
2. RMO Administration	<ul style="list-style-type: none"> ▪ Ensure all RMOs have the appropriate security cards and identification cards ▪ Assist with administrative tasks given to them by Operations Managers in respect to any requests for run reviews by RMOs ▪ Assist with maintenance of run descriptions for the services they relate to and keep these up to date 	<ul style="list-style-type: none"> ▪ RMO's supplied with security cards and ID cards at start of their run and temporary arrangements are made if cards are lost, ensuring that Security Orderlies are notified of temporary arrangements in place. ▪ Effective communication with RMO Unit when run descriptions require updating
3. RMO Timesheets	<ul style="list-style-type: none"> ▪ Ensure (ACTOR) electronic timesheets completed by RMOs accurately record their hours of work ▪ Ensure deadlines for timesheet submission to Payroll are met or agreed arrangements made ▪ Maintain clear records of sick leave, cross cover and additional duties undertaken by RMOs within any fortnight period ▪ Liaise with payroll and finance regarding any issues that arise from information contained in timesheets ▪ Authorise timesheets to approve accurately additional hours worked or hold payments while matters discussed and clarified ▪ Authorise timesheets for Service Managers, etc, when on they are on leave to ensure submission deadlines are met 	<ul style="list-style-type: none"> ▪ Ensure timesheets are reconciled with the roster to capture accurately the hours of work ▪ Effective communication with Payroll team regarding submission of time sheets if alternative arrangements need to be made ▪ Keep accurate roster records to reflect sick leave, cross cover, duty swaps etc, as arranged with RMO's ▪ Effective communication with Payroll and Finance departments ▪ Timesheets are authorised and submitted to Payroll to meet submission deadline ▪ Timesheets are authorised on behalf of Service Managers when required and submitted to Payroll to meet submission deadline
4. Employment Assistance and Information	<ul style="list-style-type: none"> ▪ Using their knowledge of MECAs: assist identify issues and information about RMO employment matters to relevant managers ▪ Liaison with the Operations Manager, and RMO Recruitment Advisor regarding matters relating to employment of RMO's 	<ul style="list-style-type: none"> ▪ Effective communication with Clinical Directors, Operation Manager, Service Managers, Clinical Leaders, etc, regarding employment matters relating to RMO's ▪ Regular and effective communication with RMO Unit colleagues in regards to RMO resignations and parental leave requests and other relevant issues
5. RMO Relationships	<ul style="list-style-type: none"> • RMOs are provided with timely and accurate information relating to their employment, and are referred elsewhere for expert assistance as appropriate ▪ A positive and constructive relationship with RMOs is maintained 	<ul style="list-style-type: none"> ▪ Effective communication with RMO's regarding their employment when required. ▪ Evidence of effective relationships with RMOs within the service.

Key accountabilities	Deliverables / Outcomes	Key Performance Indicators / Measures
6. Orientation for RMO's	<ul style="list-style-type: none"> ▪ Co-ordinates orientation for RMO's programmes run throughout the year. ▪ Ensure Medical Handbook (for house surgeons) is updated regularly ▪ Attend morning orientations to ensure orientation runs smoothly ▪ Participate in orientation for new House Surgeons, including group presentations regarding rosters, time sheets, medical services etc. ▪ Work with presenting physicians, registrar, clinical leader, to ensure RMO's welcomed, orientated, computer trained on first morning 	<ul style="list-style-type: none"> ▪ Orientation on first day of run is carried out for RMO's ▪ Handbook is updated when required and distributed to appropriate RMO's at commencement of their run ▪ Orientation is attended by and managed by Medical RMO Co-ordinator ▪ Medical Services represented by RMO Co-ordinator during week-long orientation for new house surgeons including preparation and presentation of information ▪ Effective communication with presenters and management of unforeseen circumstances where presenter is unable to attend and Medical RMO Co-ordinator needs to present information in their place
7. Reimbursement Claims Processed	<ul style="list-style-type: none"> ▪ Assist with process reimbursement claims for RMO's via flexipurchase, ensuring appropriate documentation is included and details are accurate before Service Manager or Operations Manager approves. ▪ Guide RMO's to book travel for approved courses via district approved travel supplier. ▪ Confirm medical books claimed are on approved list and update list when appropriate ▪ Maintain course, conference list 	<ul style="list-style-type: none"> ▪ Assist managers with processing reimbursements e.g. require further information sought from RMO's. ▪ Guidance regarding appropriate reimbursement provided to Service Managers and Operations Managers when required ▪ Appropriate booking information provided to RMO's following District policies ▪ Keep approved book list up to date when provided with information by Clinical leaders and Operations Managers
8. Quality and Risk	<ul style="list-style-type: none"> ▪ Identifies improvement opportunities and notifies the manager ▪ Participates in quality improvement and risk minimisation activities ▪ Complies with required standards 	<ul style="list-style-type: none"> ▪ Contribution to quality improvement and Risk minimisation activities ▪ Identified risks are notified to the relevant manager ▪ Complies with and assists with policies and procedures including CCHV district Reportable Events Policy

Key accountabilities	Deliverables / Outcomes	Key Performance Indicators / Measures
9. Occupational Health & Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 1992 	<ul style="list-style-type: none"> Has read and understood the Health & Safety policy and procedures Actively supports and complies with Health & Safety policy and procedures Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Problem solving	<ul style="list-style-type: none"> ▪ 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 first answers
Intellectual Horsepower	<ul style="list-style-type: none"> ▪ Is bright and intelligent ▪ Deals with concepts and complexity comfortably ▪ Described as intellectually sharp, capable, and agile
Planning	<ul style="list-style-type: none"> ▪ Accurately scopes out length and difficulty of tasks and projects ▪ Sets objectives and goals ▪ Breaks down work into the process steps ▪ Develops schedules and task/people assignments ▪ Anticipates and adjusts for problems and roadblocks ▪ Measures performance against goals ▪ Evaluates results
Organising	<ul style="list-style-type: none"> ▪ Can marshal resources (people, funding, material, support) to get things done ▪ Can orchestrate multiple activities at once to accomplish a goal ▪ Uses resources effectively and efficiently ▪ Arranges information and files in a useful manner
Drive for Results	<ul style="list-style-type: none"> ▪ 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
Motivating Others	<ul style="list-style-type: none"> ▪ Creates a climate in which people want to do their best ▪ Can motivate many kinds of direct reports and team or project members ▪ Can assess each person's hot button and use it to get the best out of him/her ▪ Pushes tasks and decisions down ▪ Empowers others ▪ Invites input from each person and shares ownership and visibility ▪ Makes each individual feel his/her work is important ▪ Is someone people like working for
Managing Vision and Purpose	<ul style="list-style-type: none"> ▪ Communicates a compelling and inspired vision or sense of core purpose ▪ Talks beyond today ▪ Talks about possibilities ▪ Is optimistic ▪ Creates mileposts and symbols to rally support behind vision ▪ Makes the vision sharable by everyone ▪ Can inspire and motivate entire units or organisations
Integrity and Trust	<ul style="list-style-type: none"> ▪ 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 her/himself for personal gain

Competency	Behaviours
Partnership with Maori	<ul style="list-style-type: none"> ▪ Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision ▪ Applies the notion of partnership and participation with Maori within the workplace and the wider community ▪ Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved ▪ Implements strategies that are responsive to the health needs of Maori

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- High level of relevant work experience in similar field, although not necessarily the Health Industry
- Competent computer skill and knowledge of administration systems

B. Essential Professional Qualifications / Accreditations / Registrations:

- Computer qualifications

C. Someone well-suited to the role will place a high value on the following:

- Understanding of complex employment contract agreements eg MECAs
- HR or workforce management concepts and systems
- Understanding of customer service, quality and service improvement concepts
- Ability to identify, prioritise issues/problems
- Ability to recognise when assistance may be required to resolve issues, and willingness to take this
- Ability to evaluate information thoroughly and make timely decisions based on available information
- Ability to work without direct supervision, allocating time to priority issues, and to cater for the unexpected
- Anticipating issues and taking a proactive approach towards problem resolution.
- Excellent interpersonal skills
- Dealing effectively with conflict and recognising when to seek assistance.
- Ability to work under pressure and strict deadlines
- Effective communications skills
- Empathising with others and considering their needs and feelings

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed