

Position

Position	Operations Manager –District RMO Unit
Group	Hospital Operations
District	Capital Coast & Hutt Valley
Responsible to	Group Manager, Hospital Operations
Responsible for	All RMO Unit roles
Location	This position is expected to work from multiple locations across the district with a primary base at 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.

TeWhatuOra.govt.nz

Capital, Coast | Private Bag 7902, Newtown, Wellington 6342 | 04 385 5999
Hutt Valley | Private Bag 31907, Lower Hutt 5010 | 04 566 6999

Te Kāwanatanga o Aotearoa
New Zealand Government

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
- Values:** 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.

Unit Perspective

Organisational perspective

Capital, Coast and Hutt District receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region. We have an annual budget of more than \$1 billion which we use to deliver health services directly and as well as contacting external providers, such as general practices, rest homes, and pharmacists, to provide care.

Our District is the sixth largest in New Zealand with just over 300,000 people living in the district. We are also the leading provider of a number of specialist services, including neurosurgery, oncology, neonatal intensive care, and specialised mental health services, for the upper South and lower North Islands.

We operate the Wellington Regional Hospital, Kenepuru Hospital in Porirua, Kapiti Health Centre in Paraparaumu, and Ratonga Rua-o- Porirua, a Forensic, Rehabilitation and Intellectual Disability Hospital. We also provide a range of community-based services including district nursing, rehabilitation services, social work, alcohol and drug services, and home support services. Over 4,300 full-time equivalent staff work at Capital, Coast and Hutt District.

Role perspective

The Hospital Operations Group is one of six within CCHV district provider services. Specialties within the Directorate are at secondary and tertiary level with service provision for the district, the central Region and wider Regions. Surgical operating provision is largely across 3 hospitals (Wellington, Hutt, and Kenepuru) and a district outsourcing plan with private providers. Outpatient clinics are held at Wellington, Hutt Valley, Kenepuru, Paraparaumu, contracted at private provider sites, Marae and through hub and spoke arrangements at other regional hospitals.

This middle management role partners with the Clinical Leader to translate strategy into plans that deliver the workforce requirements for RMOs. The Operations Manager:

- Influences, builds and refreshes systems, services or interventions that achieve the vision of the Group.
- Translates strategy into operational plans that improve the Capital Coast and Hutt Valley Provider Services capability and increase capacity to deliver agreed services.
- Balances meeting day-to-day operational challenges while keeping sight of directorate objectives and implementing system and process changes to provide solutions.

The RMO Unit facilitates linkages between and provides support for all those involved in RMO management functions within Provider Services and across the sub-region to ensure consistency of management practices, provision of employment agreement compliance and administration of employment issues relating to RMOs. The Unit undertakes sourcing and selection of RMOs for the sub-region and participates in National RMO groups.

Purpose of the role

The Operations Manager RMO Unit provides leadership and management of a team for the Capital, Coast & Hutt Valley RMO units to:

- Provide strategic overview of and input into RMO workforce, Collective Agreement and management issues.
- Promote open communication between clinical and operational management and unions.
- Work collaboratively with the SMO / RMO Unit for Wairarapa Districts.
- Undertake sourcing and selection of RMO's for the Capital, Coast and Hutt Valley and Wairarapa Districts.
- Assisting with management of rosters, and ongoing cover whilst ensuring the optimal deployment of RMO resources
- Provisions of data to both inform workforce planning and manage data requests, including completion of quarterly reporting
- The CCHV link to the Regional Doctors Support Service (RDSS)

Experience and Capability

Knowledge and Experience:

- Management of an administrative team
- Comfortable navigating conflict, challenges and managing change
- Experience dealing with the complexities of a large diverse organisation
- A background working in the New Zealand Hospital system is desirable
- Roster Management
- Industrial relations experience
- Understanding and implementation of collective employment agreements

Professional Qualifications:

- Relevant business qualification or equivalent experience

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

- Continual improvement focus.
- Well-coordinated, effective, efficient and planned service provision
- Health Equity
- Integrity within the organisation
- Valuing the contribution of individuals
- Pro-active management to achieve outcomes
- Devolution of decision making
- A commitment to contribute at a strategic level within Te Whatu Ora

A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori.