

## Position Description

<b>Position</b>	<b>RMO Administration Officer</b>
<b>Team / Service</b>	RMO Unit
<b>Directorate</b>	Hospital Operations
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Operations Manager, District RMO Units
<b>Children's Act 2014</b>	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing.
<b>Location</b>	This position is expected to work from Wellington RMO Unit. From time to time as part of Variance Response you may be required to work in other areas.

## 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

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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:

<b>Mana whakahaere</b>	Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
<b>Mana motuhake</b>	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.
<b>Mana tāngata</b>	Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
<b>Mana Māori</b>	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.

## Te Mauri o Rongo

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Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

### Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

### Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

### Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

### Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

## District Responsibility

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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.

## **Integrated Operations Centre (IOC) Perspective**

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Approximately 298,000 people depend on us to make the right decision every day for their health care needs. The demand on our teams continues to increase as the population ages and needs becomes more complex. We need to be able to respond to the growing demands. Our people are key to doing things differently.

An IOC is a central hub from where the day's activity and responses are coordinated across the organisation. Its management is highly visible and information is available real time and electronically to all staff.

An IOC is a 'whole of hospital' commitment to better patient outcomes and safe staffing levels. Hospitals that have implemented an IOC model have reported increased visibility and understanding of workloads, better resource utilisation and improved patient safety and flow.

## **Team Perspective**

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

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

## **Role Purpose**

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To manage the effective provision of administrative support to new Resident doctors and maintain RMO systems enhancing the retention of Resident Doctors in the Capital, Coast and Hutt Valley District.

## **Key Accountabilities**

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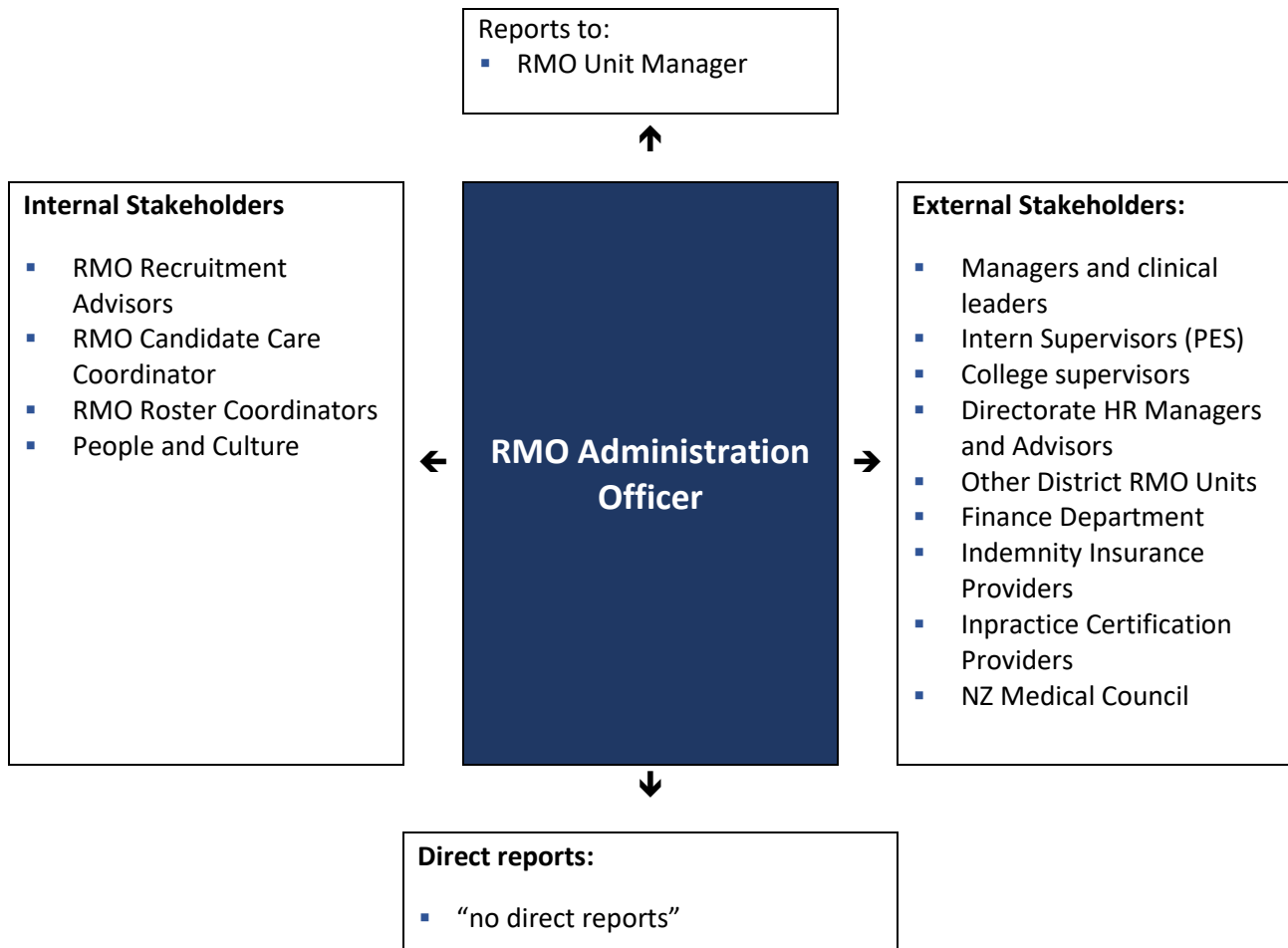
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

In this Position Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>	<b>Key Performance Indicators / Measures</b>
<b>1. Customer Service/Account Management</b>	<ul style="list-style-type: none"> <li>• Maintaining client-orientated services to all customers ensuring first impressions are professional</li> <li>• Establishment and maintenance of effective networks and relationships with internal and external customers</li> <li>• Displays a courteous and friendly demeanour at all times when dealing with internal and external contacts</li> <li>• All enquiries are fielded in a positive and helpful manner</li> </ul>	<ul style="list-style-type: none"> <li>• Positive customer feedback</li> <li>• Feedback from colleagues in directorate</li> <li>• Provides professional (prompt, accurate and helpful) first point of contact for staff, clients and suppliers</li> <li>• Develops credibility with staff, clients and suppliers</li> </ul>
<b>2. General Administration</b>	<ul style="list-style-type: none"> <li>• Mail management and distribution</li> <li>• Data entry, database management and reporting</li> <li>• Financial administration of reimbursements</li> <li>• Compose and type letters on routine matters</li> <li>• Collects and dispatches documents as required</li> <li>• Other duties/projects as required to meet operational requirements of the service</li> <li>• Works collaboratively, assists other administration staff within the service and covers work tasks when team members absent</li> <li>• RMO run information, modules and schedules are consulted on and available in a timely manner</li> <li>• Setting RMO salary steps and providing salary advice letters</li> <li>• Process payroll documentation with high degree of accuracy</li> <li>• Monitoring Practicing Certificates for RMOs</li> <li>• Ongoing registration support with Medical Council</li> <li>• Providing Certificates of Service and associated documents for RMOs by request</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback from service/portfolio</li> <li>• Data entry is accurate and up to date</li> <li>• Letters drafted/typed as required</li> <li>• Printing completed on time</li> <li>• Functions, meetings and workshops run smoothly</li> <li>• Feedback from other administrative staff</li> <li>• Effective and efficient reporting and monitoring</li> <li>• Effective and efficient service</li> <li>• CPI and new approaches to automation</li> <li>• Administration of RMO recruitment complies with established policies and procedures</li> <li>• Secretarial and organisational support for sub regional appointment and allocation committees is provided in an accurate and timely manner and feedback received is positive.</li> </ul>

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
	<ul style="list-style-type: none"> <li>Processes indemnity insurance invoices</li> </ul>	
<b>3. Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>Identifies improvement opportunities and takes part in initiatives that will improve Customer Satisfaction</li> <li>Identifies and proposes opportunities to improve / enhance service</li> </ul>	<ul style="list-style-type: none"> <li>Customer feedback</li> <li>Process reviewed regularly exceeds expectations</li> </ul>
<b>4. Team Work</b>	<ul style="list-style-type: none"> <li>Works cooperatively – willingly and constructively sharing knowledge and expertise with colleagues</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of actions taken to assist colleagues</li> <li>Feedback from colleagues</li> </ul>
<b>5. Professional Development</b>	<ul style="list-style-type: none"> <li>Participates in appropriate training and development</li> </ul>	<ul style="list-style-type: none"> <li>Development activity as agreed with Team Leader</li> </ul>
<b>6. Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> </ul>	<ul style="list-style-type: none"> <li>Has read and understood the Health &amp; Safety policy and procedures</li> <li>Actively supports and complies with Health &amp; Safety policy and procedures</li> <li>Evidence of support and compliance with Health &amp; 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</li> </ul>

## 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
<b>Integrity and trust</b>	<ul style="list-style-type: none"> <li>Is widely trusted</li> <li>Is seen as a direct, truthful individual</li> <li>Can present the unvarnished truth in an appropriate and helpful manner</li> <li>Keeps confidences</li> <li>Admits mistakes</li> <li>Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Is dedicated to meeting the expectations and requirements of internal and external customers</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Gets first-hand customer information and uses it for improvements in products and services</li> <li>▪ Acts with customers in mind</li> <li>▪ Establishes and maintains effective relationships with customers and gains their trust and respect</li> </ul>
<b>Taking Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Is results focussed and committed to making a difference</li> <li>▪ Plans and organises work, allocating time to priority issue, meeting deadlines and coping with the unexpected</li> <li>▪ Adjusts work style and approach to fit in with requirements</li> <li>▪ Perseveres with tasks and achieves objectives despite obstacles</li> <li>▪ Is reliable – does what one says on will</li> <li>▪ Consistently performs tasks correctly – following set procedures and protocols</li> </ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>▪ Provides quality service to those who rely on one's work</li> <li>▪ Looks for ways to improve work processes – suggest new ideas and approaches</li> <li>▪ Explores and trials ideas and suggestions for improvement made by others</li> <li>▪ Shows commitment to continuous learning and performance development.</li> </ul>
<b>Communication/ Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>▪ Practises active and attentive listening</li> <li>▪ Explains information and gives instructions in clear and simple terms</li> <li>▪ Willingly answers questions and concerns raised by others</li> <li>▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged</li> <li>▪ Is confident and appropriately assertive in dealing with others</li> <li>▪ Deals effectively with conflict</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Develops constructive working relationships with other team members</li> <li>▪ Has a friendly manner and a positive sense of humour</li> <li>▪ Works cooperatively – willingly sharing knowledge and expertise with colleagues</li> <li>▪ Shows flexibility – is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments</li> <li>▪ Supports in work and action decisions that have been made by the team</li> <li>▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community</li> </ul>



## Experience and Capability

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### E Experience and Capability

#### A. Knowledge, Skills & Experience:

- Experience in a people-facing administration role
- Demonstrated commitment to customer service and the provision of excellent service delivery to all customers, with high expectations of quality
- Excellent interpersonal skills in person, by phone or email, maintaining a high standard of professionalism
- Good oral and written communication skills, with ability to handle complaints
- Experience with loading and updating documents on the Intranet (desirable) Demonstrated competency in computer skills using a range of Microsoft packages including Word, Excel and Outlook

#### B. A Essential Professional Qualifications / Accreditations / Registrations:

- qualification, or partial qualification, in administration (preferred)

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

- Is accurate and pays close attention to detail
- Is well presented and maintains a corporate work style due to being called on at any time in event management duties and engaging with staff at all levels
- Keen to learn new things, increase skills and extend experience

Capital and Coast District Health Board (CCDHB) is 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.

CCDHB 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 Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

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