

## Position Description

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| <b>Position</b>            | <b>Education Program Coordinator</b>  |
| <b>Team / Service</b>      | Resident Medical Officer Support Services (RMOSS)   |
| <b>Group</b>               | Hospital Operations   |
| <b>District</b>            | Capital, Coast & Hutt Valley and Wairarapa Districts  |
| <b>Responsible to</b>      | Director of Clinical Training, CCHV   |
| <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 multiple locations across the district.                                      |

## Te Whatu Ora

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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

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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:

- 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.

## 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.

## Service Perspective

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The Resident Medical Officer (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.

The RMO Unit delivers services to Capital and Coast district and collaborates with Hutt Valley and Wairarapa districts regarding RMO rotation within the region. The Unit manages administrative processes around RMO sourcing, recruitment and selection, run allocations, deployment, placement and rotation, and induction. The Unit also maintains a regional RMO database and manages administrative records for RMOs, including study leave and expenses, and payroll records.

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), Specialty Trainees of New Zealand (STONZ) and RMOs.

Other aspects of RMO management and training are closely linked with the RMO Unit. The RMO roster coordinators for Medical and Surgical services are located with the RMO Unit, and regularly call on the advice of Unit staff for advice on RMO terms and conditions of employment.

The training of the RMO workforce is high on the national agenda, with a number of recent reports (including the report of the RMO Commission) having the attention of Health Workforce New Zealand.

## Purpose of the role

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To support the Director of Clinical Training, in the development of on-going coordination of all aspects of the PGY1, PGY2 and PGY3 House Officers pathway to registration. This will include co-ordination and delivery of training, monitoring and evaluating program effectiveness, coordinating with the Medical Council of New Zealand (MCNZ) and Health Workforce New Zealand (HWNZ) compliance and general liaison on all issues relating to Resident Medical Officer (RMO) education/training at CCHV.

## Key Accountabilities

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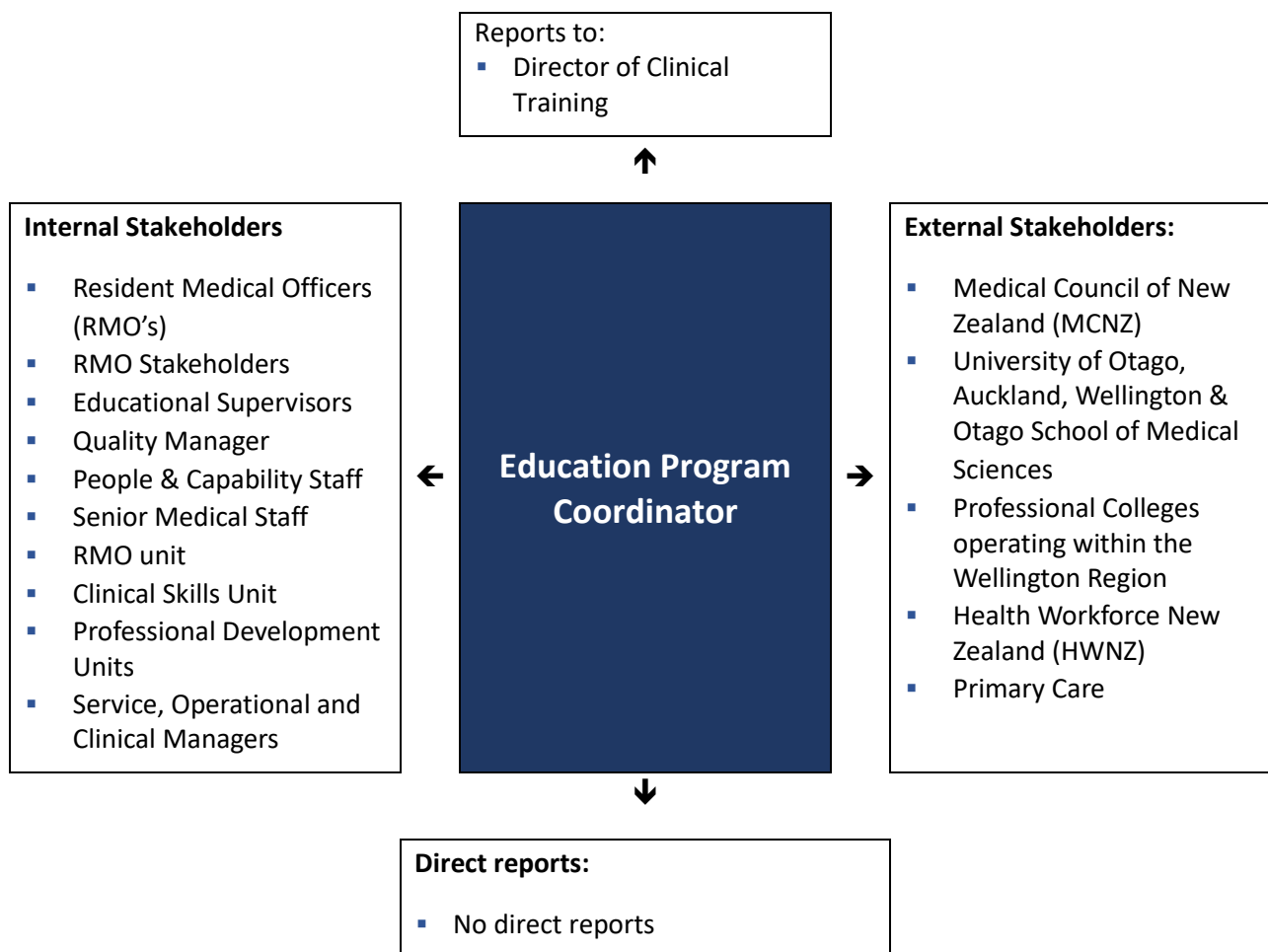
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

| Key accountabilities  | Deliverables / Outcomes   |
|---|---|
| 1. Technical outcomes / accountabilities  | <ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>   |
| 2. Leadership   | <ul style="list-style-type: none"> <li>▪ Can marshal resources (people, funding, material, support) to get things done</li> <li>▪ Can orchestrate multiple activities at once to accomplish a goal</li> <li>▪ Uses resources effectively and efficiently</li> <li>▪ Arranges information and files in a useful manner</li> <li>▪ Displays self-knowledge</li> <li>▪ Communicates a vision and sense of purpose</li> <li>▪ Empowers others to act</li> <li>▪ Stimulates innovation and creates immediate wins</li> <li>▪ Fosters a positive culture</li> </ul>   |
| 3. Coordination and support of the PGY1, PGY2 and above house officers to achieve general registrations | <ul style="list-style-type: none"> <li>▪ Support the coordination of the program with the Clinical Training Director for the delivery, implementation, monitoring and evaluation of the prevocational years (PGY1) and 2 (PGY2) to achieve general registration.</li> <li>▪ Bring to the attention of the Clinical Training Director any early detection and remediation of the struggling house officer – in collaboration with the prevocational educational supervisors (PESs) and the Clinical Training Director.</li> <li>▪ 3. Coordination and support of the PGY1, PGY2 and above house officers to achieve general registrations. Support the coordination of the program with the Clinical Training Director for the delivery, implementation, monitoring and evaluation of the prevocational years 1 (PGY1) and 2 (PGY2) to achieve general registration.</li> <li>▪ Bring to the attention of the Clinical Training Director any early detection and remediation of the struggling house officer – in collaboration with the prevocational educational supervisors (PESs) and the Clinical Training Director.</li> <li>▪ To ensure that the expectations of the service managers, RMOSS, and industrial unions e.g. NZRDA and STONZ, are met through ensuring quality and robustness of the training program, and that achieves cultural safety training.</li> <li>▪ Work collaboratively with the Recruitment RMO coordinators for the shadowing/buddying, and selection processes for the candidates. Work collaboratively with RMO units to ensure that PGY1 and above doctors have an up-to-date position description and provides co-administration of industrial aspects of the role in alliance with RMOSS manager.</li> <li>▪ In conjunction with the Clinical Training director provide support for the design, implementation, and evaluation of orientation at the start of the PGY training (in collaboration with the RMOSS) and</li> </ul> |

| Key accountabilities                     | Deliverables / Outcomes   |
|--|---|
|  | <p>each clinical attachment (to address their specific learning needs for that rotation).</p> <ul style="list-style-type: none"> <li>▪ Provide support to the Clinical Training Director who has oversight and responsibility for career planning for all applicants who are in the program.</li> <li>▪ The Program Coordinator may be requested to perform additional tasks and step into other leadership roles as required.</li> <li>▪ Support the Clinical Training Director in developing the NZREX pathway for future RMOs to undertake community-based attachments to achieve general registration.</li> <li>▪ Provides pathways for maintenance of participant wellbeing.</li> <li>▪ Creating a well-supported educational and working environment for the PGY1 and PGY2 doctors and those providing their supervision.</li> <li>▪ Performing other duties considered to be within the scope of this role as agreed by you and your manager.</li> </ul>   |
| 4.Stakeholder engagement                 | <ul style="list-style-type: none"> <li>▪ In collaboration with other stakeholders, safely support the PGY1 and 2 Doctors, to become equipped to work in the New Zealand health care system, provide empathic and safe medical care to the public and to promote resilience.</li> <li>▪ Working with the PGY1 and PGY2 doctors in the program and the RMO Steering Group</li> <li>▪ Liaising with CCHV RMOSS, Prevocational Educational supervisors, practice managers and clinical supervisors.</li> <li>▪ Providing a network for key stakeholders and a safe learning environment for the participants where they are supported. Responsible for regular contact and oversight of PGY1 and PGY2 doctors in the program including monthly reporting to the RMO Steering Group. This includes the monitoring of both the quality and frequency of supervision of doctors.</li> <li>▪ Works to build a positive, cooperative learning environment amongst the doctors, their clinical supervisors, PES group and practice managers, to achieve their learning goals.</li> <li>▪ To develop and nurture the existing collaborative network of stakeholders and to further grow this network.</li> <li>▪ Forge and maintain strong links with operation mangers and clinical leaders to address issues early.</li> <li>▪ Maintain a positive and empowering relationship with the immediate team.</li> </ul> |
| 5. Continuous improvement and innovation | <ul style="list-style-type: none"> <li>▪ Establish a culture of continuous improvement, ensuring linked and cohesive view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector.</li> </ul>  |

| Key accountabilities    | Deliverables / Outcomes   |
|-------------------------|---|
|                         | <ul style="list-style-type: none"> <li>▪ Monitor the quality and frequency of supervision to NZREX doctors and be accountable to the RMO Steering Group for doctors achieving required supervision.</li> <li>▪ To deliver the targets including their reporting in required reports. This is done in a timely manner to, RMO Council, PES groups, RMOSS-CETU meetings and the RMO Steering Group for the program.</li> <li>▪ To identify, as early as possible, barriers to achieving required outcomes (e.g. program goals, monthly outcomes/target) requirements of the program, and wider Health New Zealand   Te Whatu Ora; to work collaboratively with members of RMO steering group ), and wider team, including the Ministry, to develop innovative strategies to address problems that arise.</li> </ul> |
| 5. Te Tiriti o Waitangi | <ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>   |
| 6. Health & Safety      | <ul style="list-style-type: none"> <li>▪ Ensure all Health &amp; Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature</li> <li>▪ Actively support and ensure compliance with Health &amp; Safety policy and procedures; ensuring staff also support and comply.</li> <li>▪ Maintain a proactive culture of Health &amp; Safety supported by systems.</li> <li>▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities</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>Interpersonal Savvy</b> | <ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul> |
| <b>Organising</b>          | <ul style="list-style-type: none"> <li>▪ Can marshal resources (people, funding, material, support) to get things done</li> <li>▪ Can orchestrate multiple activities at once to accomplish a goal</li> <li>▪ Uses resources effectively and efficiently</li> <li>▪ Arranges information and files in a useful manner</li> </ul>                          |

| Competency                            | Behaviours  |
|---------------------------------------|---|
| <b>Planning</b>                       | <ul style="list-style-type: none"> <li>▪ Accurately scopes out length and difficulty of tasks and projects</li> <li>▪ Sets objectives and goals</li> <li>▪ Breaks down work into the process steps</li> <li>▪ Develops schedules and task/people assignments</li> <li>▪ Anticipates and adjusts for problems and roadblocks</li> <li>▪ Measures performance against goals</li> <li>▪ Evaluates results</li> </ul>                         |
| <b>Decision Quality</b>               | <ul style="list-style-type: none"> <li>▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>▪ Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</li> <li>▪ Sought out by others for advice and solutions</li> </ul>   |
| <b>Problem Solving</b>                | <ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>▪ Probes all fruitful sources for answers</li> <li>▪ Can see hidden problems'</li> <li>▪ Is excellent at honest analysis</li> <li>▪ Looks beyond the obvious and doesn't stop at the first answer</li> </ul>   |
| <b>Quality &amp; 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 - suggests 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>Negotiating</b>                    | <ul style="list-style-type: none"> <li>▪ Can negotiate skilfully in tough situations with both internal and external groups;</li> <li>▪ Can settle differences with minimum noise;</li> <li>▪ Can win concessions without damaging relationships;</li> <li>▪ Can be both direct and forceful as well as diplomatic;</li> <li>▪ Gains trust quickly of other parties to the negotiations;</li> <li>▪ Has a good sense of timing</li> </ul> |
| <b>Leadership Character</b>           | <ul style="list-style-type: none"> <li>▪ Demonstrate the organisation's values; take responsibility for your own actions; speak out for what is right; offer own opinion, ask questions and make suggestions in an appropriate manner</li> <li>▪ Resilient and adaptive – flexible and open to new ideas; recognise where change might be needed and identify how you may support change</li> </ul>                                       |
| <b>Māori cultural Intelligence</b>    | <ul style="list-style-type: none"> <li>▪ Commit to embracing Māori World View, Tikanga and Te Reo</li> <li>▪ Demonstrate critical consciousness and on-going self-reflection on the impact of own culture on interactions and service delivery and to personally take a stand for equity</li> </ul>   |
| <b>Navigating the pathway forward</b> | <ul style="list-style-type: none"> <li>▪ Recognise how the team and directorate activities and challenges impact on your work, and how your work impacts on others</li> <li>▪ Recognise and can articulate how your own work directly contributes to the organisation's vision and community outcomes</li> </ul>  |
| <b>Stronger together</b>              | <ul style="list-style-type: none"> <li>▪ Demonstrate Health New Zealand   Te Whatu Ora values in all dealings with stakeholders</li> <li>▪ Work as a supportive, collaborative team member by sharing information and acknowledging others' efforts.</li> </ul>   |

| Competency                           | Behaviours   |
|--------------------------------------|--|
|                                      | <ul style="list-style-type: none"> <li>Behaviours</li> <li>Step in to help others when workloads are high and keep team and team leader informed of work tasks.</li> </ul>   |
| <b>Growing the good</b>              | <ul style="list-style-type: none"> <li>Clarify work required, expected behaviours and outputs; leverage own strengths, seek to constantly develop skills and work on knowledge gaps; look for and take opportunities for career development; share knowledge and support team members in their learning; act as a buddy/mentor, role model and sounding board for others.</li> </ul> |
| <b>To achieve</b>                    | <ul style="list-style-type: none"> <li>Manage work priorities to deliver equitable, timely, high quality, and safe care based on a culture of accountability, responsibility, continuous improvement and innovation</li> <li>Contributes to developing objectives and goals and recognise own role in achieving results that contribute to organisational outcomes</li> </ul>        |
| <b>Health Safety and Environment</b> | <ul style="list-style-type: none"> <li>Exercise commitment to Health and Safety by adherence to all Health and Safety initiatives and taking all reasonable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm</li> <li>Consider the impact of your work on the environment and where possible engage in sustainable practices</li> </ul>      |
| <b>Compliance and Risk</b>           | <ul style="list-style-type: none"> <li>Take responsibility to report all risks and ensure these are mitigated</li> <li>Comply with all relevant statutory, safety and regulatory requirements applicable to the organisation</li> </ul>  |

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- A passion for designing and completing projects that meet strategic objectives and are of high quality.
- Proven ability to be outcome focused and able to prioritise, set goals and achieve results
- Strong administrative skills, including proficiency with Microsoft Office Suite, video conferencing (e.g. MS Teams, Zoom) and databases.
- Excellent written and verbal communication skills, with the ability to present information and concepts to a range of audiences, chair meetings, lead groups and coordinate people to achieve a specific task on time.
- Pastoral care focus

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

- A relevant tertiary qualification in a health-related field
- Previous experience (minimum 3 years) working in medical education e.g. previous program coordination, project management and continuous quality improvement.
- Experience in implementing Te Tiriti o Waitangi in action
- Able to use data and information to clearly define the project scope and develop the evaluation framework
- Possess a current New Zealand full driver's licence.

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

- Previous experience in the preparation and maintenance of RMO educational programs in the New Zealand setting.
- Be prepared to travel to satellite i.e. Hutt Valley, Wairarapa, Kapiti Coast.

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