

Position Description

Position	Specialist Cardiac Physiologist - Remote monitoring
Service / Directorate	Cardiology Service
Directorate	Specialist Medical Services
District	Capital, Coast & Hutt Valley
Responsible to	Charge Cardiac Physiologist
Children's Act 2014	<p>This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years</p> <p>This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing</p>
Location	This position is expected to work primarily from Wellington and Hutt valley hospitals

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

[TeWhatuOra.govt.nz](https://www.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

- 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.

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
- 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

The Cardiology Service is a Secondary and Tertiary service provided for Te Whatu Ora Capital, Coast and Hutt Valley (CC & HV) and those of the central region of New Zealand.

Cardiology at CC & HV includes:

- Outpatient Clinics
- Cardiac Diagnostic Testing
- The Heart and Lung Unit
- Cardiac Interventional Suite, providing the following procedures:
 - Coronary Angiograms
 - Left & right heart studies
 - Coronary intervention and CTO
 - Balloon Valvuloplasty and TAVI
 - PFO/ASD/LAA Closure
 - Pacing, ICD and CRT implants

- Electrophysiology Studies, 3D mapping and Ablation
- Cardiac Physiology Service includes:
 - Pacing/ICD follow-up service, including remote monitoring
 - Cath Lab, Implants and EP
 - Echocardiography
 - Exercise Tolerance Testing
 - Ambulatory monitoring- Holters, Events & BP
 - Electrocardiography
 - Training of Provisional Cardiac Physiologists, Cardiac Physiology Technicians and other Health Care staff

Clinical Physiology provides a full range of diagnostic testing as an integral part of the Cardiology Service

The CC & HV Cardiology Service is accredited as an SCT training facility.

Purpose of the role and key responsibilities

Job Purpose:

To lead and provide expert assessment, interpretation, and management of remotely monitored cardiac devices, including pacemakers, ILRs, ICDs, and CRT devices. The post-holder will also drive service development and improvement initiatives, ensuring the remote monitoring service is efficient, patient-centred, and aligned with best practice standards.

Key Responsibilities:

1. **Remote Device Monitoring & Clinical Management**
 - Independently review, interpret, and report data from remotely monitored cardiac devices.
 - Identify urgent clinical or device-related issues and escalate appropriately.
 - Maintain accurate documentation of all remote monitoring interactions.
2. **Patient Care & Communication**
 - Provide guidance to patients on remote monitoring and device management.
 - Conduct patient assessments as required, including symptom review and device checks.
 - Collaborate closely with cardiologists, nurses, and other healthcare professionals to optimize patient outcomes.
 - Coordinates with company reps for upgrades, malfunctions and best practice.
3. **Service Development & Improvement**
 - Lead initiatives to enhance the efficiency, accuracy, and responsiveness of the remote monitoring service.
 - Develop and implement new protocols, workflows, and patient pathways.
 - Evaluate new technologies, software, and device management practices to improve service quality.
 - Data collection and analysis of service metrics, contributing to audits, quality assurance, and departmental performance.
 - Act as a champion for innovation in cardiac device monitoring, influencing departmental strategy and long-term service planning.
4. **Training & Mentorship**
 - Provide education and guidance to junior physiologists, and administrative staff in remote monitoring practices.

- Share best practices, promote continual professional development, and encourage adoption of new technology and methods.
- Maintain up-to-date knowledge of advances in cardiac devices, remote monitoring technology, and clinical guidelines.

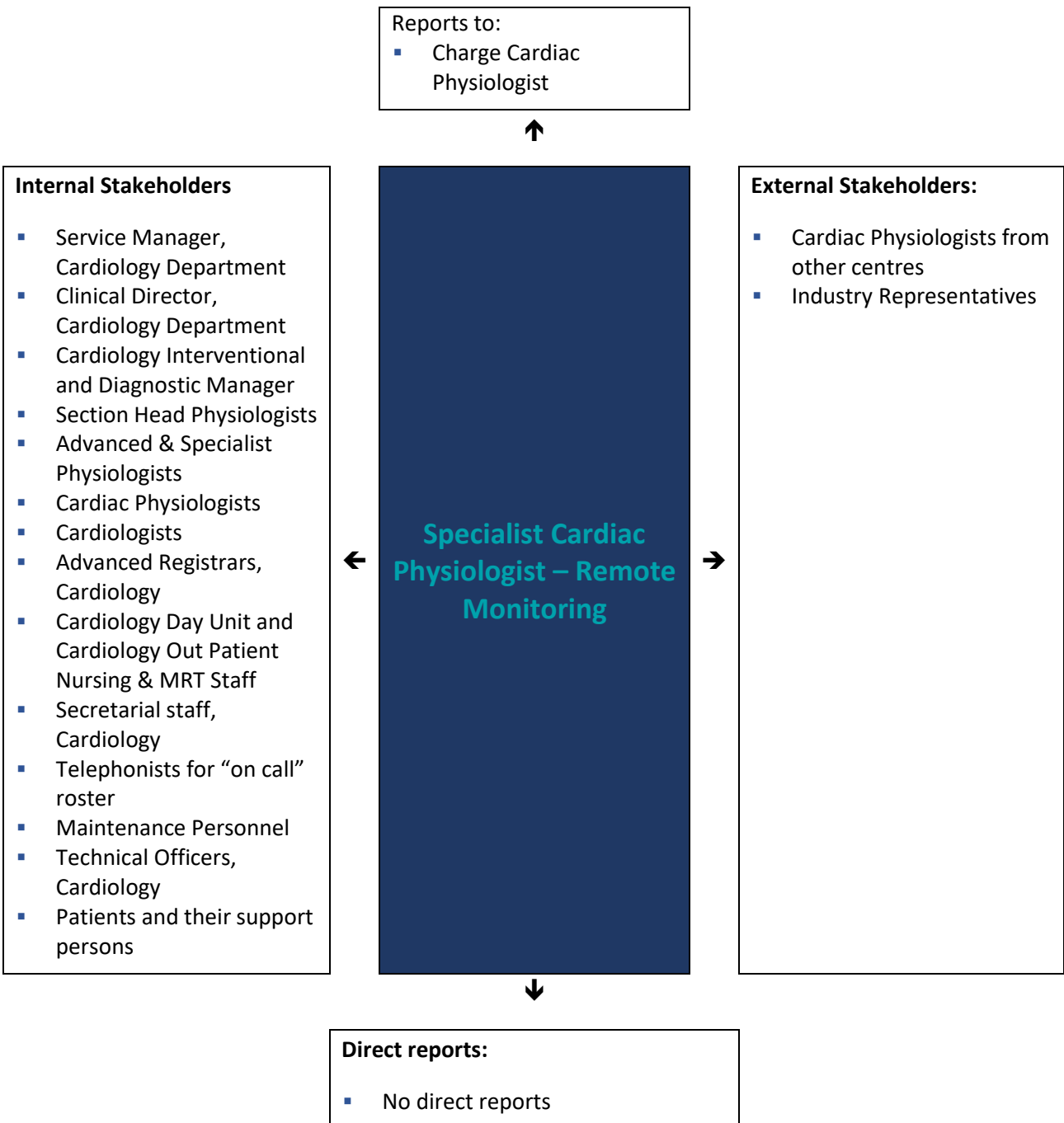
Key Accountabilities

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
1. Technical outcomes / accountabilities	<ul style="list-style-type: none"> ▪ Maintains current knowledge of correct technical operation of equipment, working within written operational guidelines/procedures ▪ Ensures equipment, supplies and testing rooms are cleaned, maintained and stocked ▪ Ensures SCT competency standards are met, and all recordings / reports are technically accurate and of high quality ▪ Follows all internal processes and guidelines for practice ▪ Delivers an efficient and patient focused service. All test results / findings are acted upon as quickly as clinical significance dictates
2. Leadership	<ul style="list-style-type: none"> ▪ Articulates and drives the direction and goals for the service ▪ Organisational Advocacy ▪ Establish effective working relationships and credibility with members of multi-disciplinary teams across the service continuum ▪ Coordination/visibility ▪ HR/Performance Management
3. Stakeholder engagement	<ul style="list-style-type: none"> ▪ Actively work in partnership with other directorates and key stakeholders in the value for money design and delivery of effective project management services. ▪ Constructive strategic and tactical relationships and partnerships are developed with a range of groups and individuals both internal and external to the Te Whatu Ora that supports and enables problem solving and the implementation of solutions ▪ A partnering approach is implemented to the delivery of services to Te Whatu Ora in a way that facilitates and supports shared agenda and objectives.
4. Continuous improvement and innovation	<ul style="list-style-type: none"> ▪ Establish a culture of continuous improvement, ensuring linked and cohesive organisation wide 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.
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.

6. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities
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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
Interpersonal Savvy	<ul style="list-style-type: none"> ▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation ▪ Builds appropriate rapport ▪ Builds constructive and effective relationships ▪ Uses diplomacy and tact ▪ Can diffuse even high-tension situations comfortably
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
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
Decision Quality	<ul style="list-style-type: none"> ▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement ▪ 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
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 the first answer
Quality & Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on one's work. ▪ Looks for ways to improve work processes - suggests new ideas and approaches. ▪ Explores and trials ideas and suggestions for improvement made by others. ▪ Shows commitment to continuous learning and performance development.
Negotiating	<ul style="list-style-type: none"> ▪ Can negotiate skilfully in tough situations with both internal and external groups; ▪ Can settle differences with minimum noise; ▪ Can win concessions without damaging relationships; ▪ Can be both direct and forceful as well as diplomatic; ▪ Gains trust quickly of other parties to the negotiations; ▪ Has a good sense of timing

Experience and Capability

A. Knowledge, Skills & Experience:

- Extensive experience with pacemakers, ICDs, CRT and ILR devices, and remote monitoring systems.
- Strong analytical, clinical decision-making, and problem-solving skills.
- Proven ability to lead service improvement initiatives.
- Excellent communication, collaboration, and interpersonal skills.
- Ability to prioritize urgent alerts and manage workload efficiently.
- Independent review of remote data, patient management, and reporting, plus involvement in service development.
- Leadership of remote monitoring service, staff mentorship, implementation of service improvement initiatives, and strategic planning.
- Opportunities for departmental management, research leadership, and innovation in cardiac remote device services.
- Understands the different needs of patients and adjusts approach to ensure equitable outcomes.
- Plan, prioritise and organise work to deliver and short, medium and long term objectives within the scope of this role.

B. Essential Professional Qualifications / Accreditations / Registrations:

- Current Annual Practising Certificate
- Membership of SCT
- BSc
- Post Graduate Diploma in Cardiac Technology
- International Board of Heart Rhythm Examiners (IBHRE) Devices Certificate, device remote monitoring or equivalent

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

- Building and developing high performing teams
- Promoting a positive & collaborative team environment
- Continuous improvement

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

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 employee