

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	RMO (Resident Medical Officer) Coordinator
Location	Capital, Coast, & Hutt Valley Hospital
Department	Resident Medical Officer (RMO) Unit
Date	25-08-2026
Salary band (indicative)ⁱ	PSA Health Administration Workers Collective
Children's Worker roleⁱⁱ	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The RMO (Resident Medical Officer) 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:

- Manage RMO rosters, including roster planning, recording, access management, and roster changes.
- Assist with the coordination and delivery of RMO orientation programmes.
- Support Operations Managers with processing RMO leave requests and managing other absences.
- Provide relief cover for RMO Unit Coordinators during periods of leave and peak roster-writing demands.
- Assist RMO Unit support roles as required to ensure continuity of service.
- Take ownership and accountability for assigned rosters, ensuring they are accurate, up to date, and meet service requirements.

Key Result Area	Expected Outcomes / Performance Indicators
RMO Rosters	• Prepare and maintain rosters in accordance with the provisions of the RDA and/or STONZ Collective Agreements, ensuring alignment with approved run descriptions. • Coordinate and manage reliever and locum RMOs to provide appropriate cover for planned and unplanned leave. • Process leave applications within the timeframes and requirements specified in the RDA and/or STONZ Collective Agreements. • Arrange cover for short-notice sick leave and after-hours roster gaps wherever possible. Where suitable cover cannot be found, escalate and discuss the issue with the relevant Operations Manager or Clinical Leader. • Maintain regular and effective communication with Service Leaders, Operations Managers, the Call Centre, and other key stakeholders regarding roster matters. • Maintain awareness of RMOs' previous placements, skills, and experience to identify opportunities for additional duties and service support when required. • Communicate effectively with the After-Hours Management Team to support safe and efficient workforce coverage. • Ensure rosters remain accurate and up to date, including the assignment of relievers, and comply with the requirements of the RDA and/or STONZ Collective Agreements. • Provide timely, accurate, and clear roster advice to managers, services, and RMOs.
RMO Administration	• Ensure all RMOs have the appropriate security cards and identification cards • Assist with administrative tasks given to them by Service 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
RMO Timesheets	• Ensure payroll entries in ACTOR are accurately reconciled against rostered hours worked. • Maintain accurate roster records, including sick leave, cross-cover arrangements, duty swaps, and other roster changes agreed with RMOs. • Update, authorise, and submit payroll information within required payroll deadlines. • Liaise effectively with the Payroll Team regarding payroll submissions (ACTOR or KIOSK), including arranging alternative processes when required.

	• Authorise timesheets on behalf of Service Leaders when required and ensure they are submitted within payroll deadlines. • Maintain effective communication and strong working relationships with Payroll and Finance teams to ensure accurate and timely payroll processing. • Ensure all payroll-related records are complete, accurate, and compliant with organisational requirements.
Employment Assistance Information	• Effective communication with Clinical Directors, Service Leaders, Clinical Leaders, etc, regarding employment matters relating to RMO's • Regular and effective communication with RMO Unit colleagues in regard to RMO resignations and parental leave requests and other relevant issues
RMO Relationships	• Effective and clear communication with RMO's regarding their employment when required. • Evidence of effective relationships with RMOs within the service.
Orientation for RMO's	• Coordinate and deliver orientation for RMOs on the first day of each run, ensuring all required information is provided. • Manage and facilitate orientation sessions, ensuring attendance is monitored and orientation requirements are met. • Represent services during the week-long orientation programme for new House Surgeons, including the preparation and delivery of presentations and supporting materials. • Liaise effectively with presenters and stakeholders to ensure orientation sessions run smoothly. • Ensure orientation information is accurate, up to date, and communicated clearly to support a positive on boarding experience for new RMOs. • Maintain effective communication with RMOs, presenters, and management throughout the orientation process.
Reimbursement Claims Processed	• Assist managers with processing reimbursements e.g. require further information sought from RMO's. • Guidance regarding appropriate reimbursement provided to Service Leaders and Operations Managers when required •

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Payroll • RDA representatives • STONZ representatives • Other RMO Roster Coordinators • Administrators • Locum RMOs • Medical Council • Regional Districts • Senior Medical Officers • RMO Unions • Human Resources • Telephonists	• Resident Medical Officers (RMO) • General Managers • Operations and Service Managers • Clinical Directors • Clinical Leaders • Senior Medical Officers • RMO Administrators • RMO Recruitment • After Hour Management/Duty Nurse Managers • Team Leaders

- Security Orderlies

- Prevocational Educational Supervisors

About you – to succeed in this role

You will have

Essential:

- Demonstrated experience in a relevant administrative, coordination, or operational support role, preferably within a complex and fast-paced environment. Experience in the health sector is desirable but not essential.
- Proficient in the Microsoft Office Suite, including Outlook, Word, Excel, PowerPoint, and Teams. Have the ability to quickly learn and effectively use a range of administrative and workforce management systems.
- Committed to promoting equity, diversity, and inclusion in the workplace, with an understanding of and respect for Te Tiriti o Waitangi and its application within the healthcare setting.
- Strong organisational, communication, and problem-solving skills, with the ability to manage competing priorities and maintain accuracy in a high-volume environment.

Desired:

Experience in:

- A Health Care Setting
- In Roster management
- Excellent interpersonal skills
- Dealing effectively with conflict and recognising when to seek assistance.
- Ability to work under pressure and strict deadlines.
- Effective communications skills

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.

- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Sound understanding of complex employment agreements, including Multi-Employer Collective Agreements (MECAs) and their application in workforce planning and roster management.
- Knowledge of human resources and workforce management principles, processes, and systems.
- Understanding of customer service, quality improvement, and continuous service improvement methodologies.
- Strong analytical and problem-solving skills, with the ability to identify, assess, and prioritise issues effectively.
- Ability to recognise when additional support or escalation is required and seek assistance in a timely and appropriate manner.
- Capable of evaluating information thoroughly and making informed, timely decisions based on available evidence and organisational requirements.
- Proven ability to work independently with minimal supervision, manage competing priorities, and respond effectively to unexpected challenges.
- Proactive approach to identifying potential issues and implementing solutions before problems escalate.
- Strong interpersonal skills, with the ability to empathise with others, understand their perspectives, and respond appropriately to their needs.
- Demonstrated flexibility and adaptability to meet the changing needs of the RMO Unit, including undertaking other duties as reasonably required by the Operations Manager, RMO Unit, or other senior leaders.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.