

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	RMO Coordinator		
	DIRECTORATE	Operations Directorate	DEPARTMENT	RMO Unit
	REPORTING TO (operationally)	RMO Unit Manager	REPORTING TO (professionally)	RMO Unit Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Operations Directorate in the Hawke's Bay District Health Board (HBDHB) Staff reporting - 0 Direct - 0 Indirect			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ The RMO Unit provides centralised management and support to the RMO workforce in partnership with Health Services Directorate teams and the wider organisation enabling strong effective relationships contributing to the care of our community ▪ Employment administration such as rostering, leave management and employment related conditions of RMO staff ▪ To support the positive and effective working relationship with RMOs ▪ To formulate, distribute and maintain RMO rosters ▪ To process leave requests within delegations and according to RMO Unit processes ▪ To process reimbursements of work related expenses for RMOs ▪ To work effectively as part of the RMO Unit team through active participation in quality improvements and service enhancements ▪ Delivery of organisational KPI's including relevant MoH targets, financial budgets and service plans. ▪ To recognise and support the delivery of the Hawke's Bay health sector vision 			
KEY DELIVERABLES	<p><i>Support the Positive and Effective working Relationships with RMO's</i></p> <p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Effectively resolve issues raised by RMOs in a timely manner, seeking support from the RMO Unit team as needed, to provide a positive and responsive customer service approach to RMOs ▪ Develop an understanding and awareness of clinical units and medical staffing requirements (right person in the right place at the right time) ▪ Provide support for MECA interpretation <p><i>Medical Staff Rosters</i></p> <p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Formulation of rosters in a timely manner using rostering tools ▪ Information included within the rostering system and individual rosters is accurate and complete. ▪ Problems/issues are discussed with all concerned before any action/changes are made. Issues that are not able to be resolved are brought to the attention of the RMO Unit team and relevant Department as required. ▪ Work areas are kept up to date with any changes made during the roster period. ▪ Prepare and authorise RMO online timesheets for payroll each fortnight ▪ Attendance details are accurately recorded ▪ Annual leave is captured and coded within rostering. Call duties/additional duties are accurately recorded where required ▪ Any issues or variations to normal payment are brought to the attention of for approval of the RMO Unit team <p><i>To Prepare Reimbursement of Work related Expenses for RMO Staff</i></p> <p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Checks are completed to determine eligibility ▪ Reimbursements are calculated and coded correctly ready for authorisation ▪ Reimbursement details are processed appropriately and in relevant systems ▪ Documentation is prepared to a high standard <p><i>Leave management</i></p> <p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Leave requests for annual, medical education (MEL), conference etc are managed and processed according to leave management procedures. ▪ Leave requests are processed within the required timeframes and within approval guidelines ▪ Individuals are notified that their leave has been approved/declined. ▪ All relevant areas are notified of leave as appropriate. ▪ Leave schedules are accurately maintained and distributed weekly. ▪ Short notice leave requests are checked with appropriate Manager 			

	<p>Employment Administration Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Maintain personnel files for RMO Staff (create, file and archive) ▪ New start processes complete as per RMO Unit procedures and checklists ▪ End of contract process/checklists are completed and actioned on a timely basis for departing RMOs ▪ Communicate appropriately and as required to other areas of the DHB (ie payroll, accounts, business analysts. I.T. etc) <p>Office Administration Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Team mail is opened, distributed (this is a shared responsibility) ▪ Action standard letters as requested (jury service, records of service, general queries) ▪ Collate information relating to RMO staff and distribute as required (Café updates, Pager List etc) ▪ Carry out other administration work as required <p>Participation in Team Activities and Projects Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Active participation at team meetings including activities such as process improvement, service development and customer service initiatives ▪ To support system automation and development of information systems ▪ Assist to cover team members when on leave or at times of high workload ▪ Assist with 'one-off' projects relating to process improvement/information management/planning ▪ Assist with requests for information ▪ Statistics/performance criteria maintained <p>Other Duties Tasks (how it is achieved): To carry out any other related duties as required by the RMO Unit Manager from time to time. This may include:</p> <ul style="list-style-type: none"> ▪ 'One-off' project work ▪ Analysis of expenditure/costs ▪ Review of systems and procedures. ▪ Providing information for queries and reports ▪ Review and update deskfiles on an ongoing basis 	
<p>HEALTH & SAFETY RESPONSIBILITIES</p>	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> ▪ Not to do anything that puts your own H&S at risk ▪ Not to do anything that puts others H&S at risk ▪ To follow all health and safety policies and procedures ▪ To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
<p>KEY WORKING RELATIONSHIPS</p>	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ RMO Unit team ▪ Operations Directorate and Integrated Operations Centre ▪ Service Directors & SD PA's ▪ Health Services Leadership team ▪ Human Resource Services team ▪ Clinical Directors ▪ Head of Departments ▪ Senior Medical Officers (SMOs) ▪ Resident Medical Officers (RMOs) ▪ Payroll ▪ Accounts ▪ Other Departments/Services 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ New Zealand Medical Council ▪ New Zealand Immigration Service ▪ Vocational Colleges ▪ Other DHB's ▪ NZ Resident Doctors Association (RDA) ▪ Hawke's Bay GP Practices ▪ External service providers e.g. WellINZ, MPS
<p>DELEGATION AND DECISION</p>	<p>To manage RMO Unit procedures related to delegated authority</p>	
<p>HOURS OF WORK</p>	<p>80 per fortnight</p>	
<p>EMPLOYMENT AGREEMENT & SALARY</p>	<p>In accordance with the Administration/Clerical Multi Employer Collective Agreement (MECA) \$48,840 to \$59,754 gross per annum according to qualifications and experience.</p>	

DATE	April 2020
EXPENDITURE & BUDGET ACCOUNTABILITY	None
SCOPE & COMPLEXITY	Effectively managing time and prioritising workload to ensure project work is completed within the agreed time.

ESSENTIAL CRITERIA

Qualifications

- Not essential but would be advantageous

Experience

- Experience in developing and maintaining rosters
- Excellent communication skills (appropriate communication style - written and interpersonal - relevant to the circumstances)
- Attention to detail and accuracy with numbers
- High standards in documentation
- Experience in an administration role (ie processing accounts, general office functions)
- Ability to prioritise and meet deadlines
- A strong customer service focus with ability to develop effective working relationships
- Ability to work within boundaries and limits – know when and where to seek assistance
- Ability to improve administration systems to make them more efficient/effective
- To be professional with high work standards

Business / Technical Skills

- Competent computer skills using Microsoft applications such as Word, Excel, Outlook and Access to an intermediate level
- Skills in developing and maintaining spreadsheets/databases

Key Attributes

- Skills in the analysis and manipulation of data/ information.
- Experience in employment administration
- Experience in office automation and the development of information systems

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

DESIRABLE CRITERIA

Experience

- Skills in the analysis and manipulation of data/ information.
- Experience in employment administration
- Experience in office automation and the development of information systems



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT
Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT
Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP
Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE
Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.