

# Otolaryngology Head & Neck Surgery - Fellow

## Position Description

**Date:** October 2018

**Job Title** : **Head & Neck Fellow – Otolaryngology Head & Neck Surgery**  
**Department** : Surgical and Ambulatory Services  
**Location** : Waitemata District Health Board  
**Reporting To** : Clinical Lead – Head & Neck Surgery  
**Direct Reports** :

**Functional Relationships with** : Internal  
 Medical Staff  
 Management Staff  
 Nursing Staff  
 Technical staff  
 Support Services

External  
 Medical Council  
 Royal Australasian College of Surgeons  
 Other Secondary & Tertiary Otorhinolaryngology Service Units  
 Health Funding Authority (District Health Boards)  
 Health & Disability Commission

### Our Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.

#### everyone matters

Every single person matters, whether patients, clients, family members or staff members.

- **Welcoming** and friendly
- **Respect** and value each individual
- Take time to **listen** and understand
- **Speak up** for others

#### with compassion

We see our work in health as a vocation and more than a job. We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do every thing we can to relieve suffering and promote wellness.

- **Compassionate** for your suffering
- Attentive, **helpful** and kind
- Protect your **dignity**
- **Reassuringly** professional

#### connected

We need to be connected with our community. We need to be connected within our

- **Communicate** and keep people informed

#### better, best, brilliant

We seek continuous improvement in

- **Positive** we can make a difference

# Otolaryngology Head & Neck Surgery - Fellow

## *Position Description*

### **Purpose of the role**

- : Provide a high standard of clinical practice in the management and delivery of Otorhinolaryngology (ORL) care for the people of the Waitemata District Health Board (WDHB) region.

The medical practitioner is required to undertake their clinical responsibilities and to conduct themselves in all matters relating to their employment in accordance with best practice and relevant ethical and professional standards and guidelines as determined from time to time by:

- WDHB's policies and procedures except to the extent that
- they may be inconsistent with any other provision of this Agreement
- The New Zealand Medical (or Dental) Council
- The New Zealand Medical Association's code of ethics
- The practitioner's relevant medical college(s) and/or
- professional association(s)
- The Health and Disability Commissioner.

KEY TASKS	EXPECTED OUTCOMES
<p>Delivery of clinical care to patients requiring Head &amp; Neck services including cutaneous oncology</p>	<ul style="list-style-type: none"> <li>• Takes professional care of and undertakes delegated clinical responsibilities for patients admitted under his/her care in alignment with the current team process for management of referrals and decision on a treatment plan which is not necessarily surgery for patients being referred to the ORL unit.</li> <li>• Conducts outpatient clinics and ward rounds, and other duties as agreed in the jobsite, using the allocated time efficiently and effectively towards achieving the goals of the WDHB strategic plan and health targets including elective treatment times.</li> <li>• Oversees Registrars' activity to ensure patient care is delivered in accordance with standards and policy</li> <li>• Manages workload to ensure clinical time is reallocated where cancellations of one aspect of clinical care occur, e.g. theatre cancellations</li> <li>• Sees and advises promptly on patients referred for a specialist opinion</li> </ul>

# Otolaryngology Head & Neck Surgery - Fellow

## Position Description

KEY TASKS	EXPECTED OUTCOMES
Clinical Schedule	<ul style="list-style-type: none"> <li>• Outpatient and inpatient waiting lists managed effectively within the WDHB's MoH KPI's for Elective Services</li> <li>• Fully utilised theatre lists as per the KPI's for theatre list management</li> <li>• Fully utilised clinic lists as per the KPI's for clinic list management</li> </ul>
Patient information and informed consent	<ul style="list-style-type: none"> <li>• Gives patients and their families a full explanation of all procedures and treatments including alternative options to surgical intervention</li> <li>• Obtains informed consent for all patients in accordance with the organisation's policy for undertaking any operation, test or procedure</li> </ul>
Staff and patient relations	<ul style="list-style-type: none"> <li>• Acts in a manner consistent with a senior member of staff and WDHB values</li> <li>• Maintains effective interpersonal relationships with multidisciplinary staff, patients and relatives/whanau</li> <li>• Handles problems and complaints sensitively</li> </ul>
Education and Teaching of Junior medical staff and other professional groups	<ul style="list-style-type: none"> <li>• Provides clinical supervision and teaching for ORL Registrars, House surgeons and medical students</li> <li>• Ensures the orientation, guidance, performance management and objective setting process and feedback to Resident Medical Officers (RMO) is consistent with good employer relations and Council standards</li> <li>• Is available to RMOs for advice, supervision of surgical procedures.</li> <li>• Ensures required patient documentation is completed in a timely manner</li> <li>• Provides teaching or educational presentations for nurses, resource nurse and other health professionals or groups with a general surgical interest as appropriate</li> </ul>
Maintenance of adequate record and reports to referring doctors	<ul style="list-style-type: none"> <li>• Comprehensive, accurate and up-to-date medical records are maintained for all patients under the his/her care</li> </ul>

# Otolaryngology Head & Neck Surgery - Fellow

## *Position Description*

KEY TASKS	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> <li>• Medical records and discharge letters on inpatients as well as outpatient letters on patients seen are completed and dispatched within organisational timeframes</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• Knowledge and practice updated and maintained</li> <li>• Demonstrates evidence of continuing self-education through, for example, attendance at relevant courses/seminars/ conferences; reading relevant literature</li> <li>• Utilises appropriately annual entitlement of Continuing Medical Education Leave</li> <li>• Attends and actively participates in local post-graduate medical education activities</li> <li>• Participates in service credentialing and recommendations</li> </ul>
Participates in quality assurance programmes	<ul style="list-style-type: none"> <li>• Attends and participates in regular departmental audit/peer review activities, including morbidity/mortality reports</li> <li>• Attends and participates in Quality Assurance activities</li> <li>• Quality of written records meets specified standards</li> <li>• Patient satisfaction is positive</li> <li>• Peer review is favourable</li> <li>• Meets with colleagues to discuss and record performance issues and professional/personal development, at least annually</li> </ul>
Actively contribute to Continuous Quality Improvement activities within the service	<ul style="list-style-type: none"> <li>• Identifies improvement opportunities and notifies the Clinical Director/Operations Manager of these</li> <li>• Participates in the service's quality and risk improvement and minimisation activities</li> <li>• Provides good patient/client service and is responsive to patient/client requests or complaints</li> <li>• Complies with standards and works to improve patient/client satisfaction. Identifies risks and notifies the Clinical Director/</li> </ul>

# Otolaryngology Head & Neck Surgery - Fellow

## Position Description

KEY TASKS	EXPECTED OUTCOMES
	Operations Manager of these <ul style="list-style-type: none"> <li>• Complies with WDHB Reportable Events policy and other policies and procedures</li> <li>• Participates in audits</li> </ul>
Management and Administration of the Otolaryngology Head & Neck Surgery service	<ul style="list-style-type: none"> <li>• Attends regular meetings of the Service to collaborate with his/her colleagues and, as requested, with the Operations Manager, Surgical Services, and participates in management decision making for this service</li> <li>• Utilises staff, technological, pharmaceutical and other publicly funded resources prudently and efficiently for cost effective patient care</li> <li>• Participates in monitoring resource allocation and decision making within the service</li> <li>• Provides reports and information as required by the Clinical Director and Operations Manager on behalf of the General Manager Surgical &amp; Ambulatory Services.</li> <li>• Participates in the development and updating of clinical management guidelines, including integrated clinical pathway</li> </ul>
Clinical Leadership Responsibilities	<ul style="list-style-type: none"> <li>• Teach postgraduate students as required</li> <li>• Supervise/teach RMO and nursing staff</li> </ul>
Statutory & Treaty of Waitangi obligations	<ul style="list-style-type: none"> <li>▪ Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.</li> <li>▪ Shows sensitivity to cultural complexity in the workforce and patient population</li> </ul>
To recognise individual responsibility for workplace Health & Safety under the Health & Safety Act 1992 & Amendments 2002	<ul style="list-style-type: none"> <li>• Following &amp; complying with H&amp;S policies &amp; processes &amp; applying them to their own work activities</li> <li>• Identifying, reporting &amp; self-managing hazards where appropriate</li> <li>• Early and accurate reporting of incidents at work</li> </ul>

# Otolaryngology Head & Neck Surgery - Fellow

## Position Description

### COMPETENCIES

<p><b>Vision and Strategic Capability</b></p>	<ul style="list-style-type: none"> <li>• Able to articulate the aspiration for the direction of the future of WDHB</li> <li>• Understands trends in health, relevant policy and operational areas and the external environment</li> <li>• Able to think strategically and convert strategy to actions</li> <li>• Has courage and is willing to challenge the status quo</li> <li>• Understands the role of information management in decision making and forecasting</li> </ul>
<p><b>Patient Care and Clinical Practice</b></p>	<ul style="list-style-type: none"> <li>• Able to deliver contemporary surgical practice to a high standard and in accordance with agreed surgical principles</li> <li>• Demonstrates competence in all aspects of care and service delivery</li> <li>• Service is delivered in accordance with the elective surgical principles</li> <li>• Access to surgical care for patients is maximised through the maintenance of productivity and efficient and effective services</li> </ul>
<p><b>Leadership</b></p>	<ul style="list-style-type: none"> <li>• Role models and communicates WDHB vision and values</li> <li>• Inspires and motivates others to commit to and work towards goals</li> <li>• Shows respect for people, focuses on employee involvement and allows others to take ownership</li> <li>• Builds confidence and resilience in the team</li> <li>• Holds staff accountable for the delivery of outcomes and acts promptly to rectify performance issues</li> <li>• Leads the team within theatre to ensure delays are eliminated, turnaround times are minimised and maximum use is made of the session time allocated</li> <li>• Makes timely decisions</li> </ul>

# Otolaryngology Head & Neck Surgery - Fellow

## *Position Description*

<p><b>Management</b></p>	<ul style="list-style-type: none"> <li>• Organises tasks to make best use of time and resources and focuses attention on key objectives and priorities</li> <li>• Makes sound decisions based on robust analysis and evidence</li> <li>• Delegates activities and projects to others and positively influences their progress towards successful results</li> <li>• Takes ownership of the need to be financially astute and optimises the use of resources by continually reviewing the effectiveness of current resource utilisation, minimising waste and always ensuring the decisions made are both clinically and fiscally appropriate</li> </ul>
<p><b>Flexibility</b></p>	<ul style="list-style-type: none"> <li>• Willing to consider alternative viewpoints and new ideas</li> <li>• Develops new and/or more effective work processes and systems through lateral thinking and creativity in work and process design</li> </ul>
<p><b>Teamwork</b></p>	<ul style="list-style-type: none"> <li>• Assists colleagues and shares relevant information</li> <li>• Manages the internal negotiation process regarding the allocation of resources</li> <li>• Create a productive team environment by setting clear goals, implementing sound work processes and giving and receiving constructive feedback</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Is confident and appropriate assertive in dealing with others</li> <li>• Perseveres with a task, and displays the required energy to achieve the objectives despite obstacles</li> <li>• Deals effectively with conflict</li> <li>• Is articulate and able to influence and persuade</li> <li>• Expresses ideas spontaneously, logically and convincingly in simple, clear language</li> <li>• Listens with a preparedness to understand</li> <li>• Facilitates groups to a shared or an agreed way</li> </ul>

# Otolaryngology Head & Neck Surgery - Fellow

## Position Description

# PERSON SPECIFICATION

### POSITION TITLE:

	Minimum	Preferred
<b>Qualification</b> <ul style="list-style-type: none"> <li>• <b>Medical Qualification</b></li> <li>• <b>Post Graduate qualification Otorhinolaryngology</b></li> </ul>	FRACS (Otolaryngology Head & Neck Surgery) or equivalent	
<b>Experience</b>	<p>Broad understanding of the New Zealand health sector reform and purchasing structure.</p> <p>Recognises the critical and key success factors in working in health.</p>	
<b>Skills/Knowledge/Behaviour</b>	<p>Builds relationships and engenders trust. Strong Networker. Change Orientated</p> <p>Ability to influence and inspire others. Passionate Empathetic Excellent written and verbal communication Open honest communicator Energetic Flexible</p>	