July 2016

Job Title: Resident Medical Officer Co-ordinator

Department: Reports to Acute and Emergency Services but provides services across Surgical and Ambulatory Services; Child, Women and Family Services and Specialist Medical and Older Persons Services.

Location: Waitemata District Health Board

Reporting To: General Manager, Acute and Emergency Services (interim report to Operations Manager, Medicine)

Direct Reports: Nil

Functional Relationships with:
- **Internal**
  - General Managers
  - Operations Managers
  - Clinical Directors/Chief of Surgery/HODs
  - Chief Residents across specialties
  - Director HR and HR Managers/Advisors
  - Chief Medical Officer
  - Director of Medical Education and the Medical Education and Training Unit

- **External**
  - Northern Region Alliance (NRA) Group RMO unit (based at North Shore Hospital) (The NRA is the Northern Region DHB’s shared services agency)
  - Northern Region RMO Oversight Group
  - Payroll
  - NZ Resident Doctors Association (NZRDA)

Purpose: Resident Medical officer or RMOs are essential contributors to our organisation in providing acute and elective services across the two hospitals. This role provides the link between the inhouse RMO unit run by the Northern Region Alliance (NRA), clinical services and RMOs to ensure they receive a positive, supportive and rewarding experience.

- Development of our future RMO workforce and involving them in service improvement for patients and staff is a key element for the role. Providing the environment for RMOs to be successful in their training, leadership and patient care delivery will contribute to our organisation becoming a preferred employer and the achievement of excellence in medical training.

Specifically the role’s purpose is as follows:
1. To ensure that the services are delivered efficiently to meet the DHB needs and focus on the achievement of consistency of Resident Medical Officer (RMO) administrative practices
2. To ensure the recruitment function for RMOs is carried out effectively, and current and future vacancies are filled to meet
training and service expectations.
3. To ensure rosters and other employment practices comply with relevant legislative and employment agreement requirements, Waitemata DHB policies and quality standards
4. To provide an afterhours support service for RMO’s in partnership with Waitemata Central
5. To help develop the NRA RMO unit into a high performing team
6. Works with services on the RMO feedback survey results to ensure Waitemata DHB is a preferred DHB employer
7. Ensures orientation processes are in place across the DHB for main attachment cycles as well as for RMOs who arrive mid attachment.

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 values, standards and behaviours serve as a reminder to us all about how we are with our patients and with each other:

![everyone matters](image)
- Welcoming and friendly
- Respect and value each individual
- Take time to listen and understand
- Speak up for others

![with compassion](image)
- Compassionate for your suffering
- Attentive, helpful and kind
- Protect your dignity
- Reassuringly professional

![connected](image)
- Communicate and keep people informed
- Explain so people understand
- Teamwork with patients, whānau, and colleagues
- Give and receive feedback

![better, best, brilliant](image)
- Positive we can make a difference
- Improve our service and ourselves
- Clean and safe practice
- Timely, efficient and organised
**KEY TASKS** | **EXPECTED OUTCOMES**
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**Service Delivery – Recruitment/Allocation/Rosters/Clinical attachments (runs)** | • In liaison with the Northern Regional Alliance, ensures that policies, systems and processes in place for the centralised recruitment service are appropriate and the most effective and efficient possible to maximise RMO staffing levels throughout the year, including the provision of locum cover as appropriate  
• Ensures current run descriptions are available, updated alongside the services and match rosters & RMO duties  
• Ensures that rosters and rostering systems that are centralised are the most effective and efficient possible to ensure continuity of RMO coverage, and that other administrative functions such as the coordination of leave for House Officers, are efficient and effective  
• Leads run reviews in conjunction with Operations Managers  
• Liaise with the service Operations Manager/Clinical Directors when leave is oversubscribed and training needs are at risk.  
• Work alongside Operations Managers/Clinical Director’s to manage allocation of the “over-allocations” applied to Waitemata DHB.  
• Monitor vacancies – proactively look at longer term options and develop alongside NRA to support future workforce needs particularly in areas of risk.  
• Support skill matching during allocation process to ensure the medical/surgical/paediatric team unit maximizes experience after hours.  
• Notify service of potential staffing after hours and identify potential options

**Service Delivery - Orientation** | • Works with the services and NRA to ensure all new staff commencing are able to access appropriate orientation  
• With the Medical Education unit assists in ensuring that orientation for RMOs meets the needs of the DHB and new employees, both at organisation and service levels

**Service Delivery – Training, careers and feedback** | • Ensure systems are in place to measure the quality of service provision, including review of run feedback  
• Ensure feedback systems for managing RMO living and working conditions.  
• Supports RMO career events and initiatives

**Service Delivery – Service delivery support and improvement** | • Develops tools to assist those involved in the management of RMOs, e.g. templates, guidelines, rostering protocols, leave protocols  
• Supports the Operations Managers of the various specialties to manage issues related to RMO’s  
• Provides an oversight of RMO costs and provides commentary and variance reporting on hours of work, leave, salary costs, turnover, etc. as required  
• Undertakes regular audits of rosters, run descriptions and education programmes to ensure compliance with the Collective
### Resident Medical Officer Co-ordinator

**Position Description**

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<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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| **Employment Agreement** | • Ensure effective processes and systems are in place for recording all RMO leave and education/relocation expenses  
• Ensures all doctors hold appropriate registration at all times (renewal of APC’s, temporary registration etc.)  
• Ensures all doctors hold the appropriate work visa/permits etc.  
• Develops effective networks of those involved in RMO management activities within WDHB and provides accurate and timely advice regarding RMO management, as required  
• To provide an afterhours support service for RMO’s in partnership with Waitemata Central |
| **Service Direction** | • Participates in the strategic and service planning process as required  
• Keeps up to date with national and international trends relating to RMO medical graduates, recruitment, deployment and management, consistently seeks new and innovative approaches to these issues and evaluates the impact of implementing new initiatives  
• Participates as appropriate in activities at national level relating to RMO workforce and related issues, in consultation with Human Resources |
| **Representation** | • Provides advice to line management staff on RMO management relating to team and business issues  
• Is responsive to addressing RMO issues and promotes positive relationships with the NZRDA, RMO Oversight Management Group, SMOs and RMOs  
• Participates in WDHB service/operational meetings as appropriate  
• Liaises with other teams within WDHB and ensures appropriate relationships are maintained with relevant external agencies, e.g. Medical Council, NZ Immigration Service  
• Participates in project teams as requested |
| **Development of the RMO Unit in conjunction with the Team Leader** | In conjunction with the Northern Regional Alliance Team Leader:  
• Promotes and facilitates a team approach to service delivery  
• Ensures staff have up to date and accurate job descriptions and are appropriately skilled and competent to deliver the services required  
• Acts as a coach, mentor and role model to team members, providing positive leadership and encouraging each team member to maximise their potential  
• As appropriate assists with performance development for all team members and ensures that identified learning needs are met  
• Recruitment and selection of staff is undertaken in accordance with relevant policy and procedure  
• Annual leave of staff is managed appropriately to ensure continuity of service provision from the Unit  
• A Unit orientation programme is in place for all new staff members  
• The team maintains co-operative relationships with other teams |
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| Statutory & Treaty of Waitangi obligations                                | • 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.  
• Shows sensitivity to cultural complexity in the workforce and patient population |
| To recognise individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015 | Contribute to a safe and healthy workplace at Waitemata DHB by:  
Managers  
• Following, implementing, monitoring & ensuring compliance with all H&S policies & processes  
• Planning, organising & managing H&S activities directed at preventing harm & promoting wellbeing in the workplace  
• Ensuring a safe working environment & safe working practices through the Safe Way of Working H&S system  
Workers  
• Following & complying with H&S policies & processes & applying them to their own work activities, including using/wearing Personal Protective Equipment as required.  
• Participating in activities directed at preventing harm & promoting well-being in the workplace  
• Identifying, reporting & self-managing hazards where appropriate  
• Early and accurate reporting of incidents at work and raising issues of concern when identified. |
## PERSON SPECIFICATION

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<th>Minimum</th>
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<td><strong>Education/Qualification/knowledge</strong></td>
<td><strong>Knowledge and understanding of the environmental context of health and the role of resident medical officers within this</strong></td>
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<td>• Degree in Health Sciences, Human Resources, Marketing, Communications</td>
<td>• Knowledge of the RMO Collective Agreements</td>
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<td>• Experience in health or a health related role</td>
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<td>• Knowledge of Medical Council of New Zealand and New Zealand Immigration Service policies and procedures as they relate to the employment of RMOs</td>
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<td>• Competent computer skills and knowledge of administration systems</td>
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<td>• Knowledge of quality concepts and practice and is able to apply them</td>
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<td>• Knowledge and understanding of bicultural issues</td>
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<td><strong>Attributes and Experience</strong></td>
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<td>• Ability to quickly grasp the implications of a situation and the potential impact of decision on other parts of the organisation</td>
<td>• Ability to work with a range of stakeholders to achieve required outcomes</td>
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<td>• Ability to identify, prioritise, analyse and resolve a range of issues/problems</td>
<td>• Understanding of how medical rosters operate and the interface between senior medical staff and RMO’s</td>
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<td>• Ability to recognise when assistance may be required to resolve issues within the team, and willingness to seek this</td>
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<td>• Ability to evaluate information thoroughly, and make timely decisions based on available information</td>
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<td>• Willingness to reconsider viewpoints/new sources of information and to adjust</td>
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- Ability to develop new and/or more effective work processes and systems through lateral thinking and creativity in work and process design
- Displays respect and regard for people, focuses on employee involvement, and allows others to take ownership
- Reflective listener, accurately interpreting meaning and taking actions that reflect a complete understanding of the message communicated
- Ability to deal with conflict situations, listening and valuing the view of others and facilitating individual and team decision-making
- Promotes open communication within the team
- Ability to persevere with a task, and to display the required energy to achieve the objectives despite obstacles

decisions accordingly if appropriate