

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Team Leader
Service & Directorate:	RMO Unit, Medicine Womens and Childrens Directorate
Location:	Invercargill
Reports to:	District RMO Unit Manager
DHB Delegation Level:	Level 5
Number of direct reports:	1
Date:	April 2022

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

To coordinate the activities of Resident Medical Officers (RMOs) within Southern District Health Board. To ensure that all aspects of RMO rosters are coordinated effectively and there is compliance with the two Multi- Employer Collectives. In addition the Team Leader will also be responsible for the day to day operation of the Southland RMO Unit office, including some recruitment activities, and will provide guidance, advice and supervision to the Southland RMO Unit team.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Management Competencies

Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; 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	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 answers.
Organisational Agility	Knowledgeable about how organisations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organisations.
Interpersonal Savvy	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 defuse even high-tension situations comfortably
Building Effective Teams	Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
Managing and Measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.

KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
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<ul style="list-style-type: none"> District RMO Unit staff 	<ul style="list-style-type: none"> Medical Council of New Zealand
<ul style="list-style-type: none"> RMOs 	<ul style="list-style-type: none"> Other DHBs / Hospitals
<ul style="list-style-type: none"> Service Leadership Teams 	<ul style="list-style-type: none"> RMO Candidates
<ul style="list-style-type: none"> Directorate Leadership Teams 	<ul style="list-style-type: none"> Unions
<ul style="list-style-type: none"> Prevocational Educational Supervisors and Directors and Training 	<ul style="list-style-type: none"> Medical Colleges
<ul style="list-style-type: none"> Wider Hospital services such as Payroll, Digital Team, Occupational Health 	
<ul style="list-style-type: none"> Human Resources & Recruitment Team 	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Level 3 NCEA or equivalent 	<ul style="list-style-type: none"> Relevant HR related degree or diploma Administration qualification
Experience	<ul style="list-style-type: none"> Previous 5 -6 years administration experience in a busy and complex environment Intermediate level in Word, Excel and Outlook 	<ul style="list-style-type: none"> Previous management of staff Greater than intermediate level in Word, Excel and Outlook Previous knowledge of clinical staff rostering and allocation
Knowledge and Skills	<ul style="list-style-type: none"> Proven leadership skills Excellent written and communication skills Excellent time management skills with the ability to reprioritise work Demonstrate good interpersonal skills, including an ability to work with people at all levels of the organisation Experience in interpreting complex information and correctly applying this to real situations Be flexible, able to adapt to change, and anticipate change and act accordingly to meet those changes 	<ul style="list-style-type: none"> Experience in working with RMOs Knowledge of the roles and responsibilities of medical staff in a large and complex health service
Personal Qualities	<ul style="list-style-type: none"> Commitment and personal accountability. Accepts responsibility for actions and the ability to learn. Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. Ability to 'work together' in a helpful and truthful manner. Ability to motivate others Ability to maintain calmness when under pressure Resilient in the face of challenging circumstances Methodical and systematic with an eye for detail Able to maintain confidentiality 	

- Be committed to providing a high level of service
- Be able to manage conflict situations effectively

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p>Oversight of day to day RMO Unit operations and Southland team Lead the Southland RMO Unit team in the provision of RMO management and recruitment activities</p>	
<p>General oversight of the daily operations of the Southland RMO Unit office, including</p> <ul style="list-style-type: none"> • Supervision of, and oversight over, the local RMO Unit team members and the activities they are responsible for • Provision of support to local RMO Unit team members, and other DHB staff, by giving timely expert advice and guidance about matters to do with managing RMOs • Assessment, and redistribution of, RMO Unit staff workload during busy times. Seeking support from the District RMO Unit Manager as is necessary • Acting as the escalation point in the event the local RMO Unit team members or other DHB staff have a problem relating to managing RMOs that requires resolution • Regular liaison with the District RMO Unit Manager to ensure they are fully aware of any issues and concerns including the timely escalation of problems • General oversight of all RMO rosters managed by the RMO Unit and the recruitment activities related to Southland RMOs • Build and maintain effective relationships and communication mechanisms with service staff, associated clinical and support services, and external agencies as applicable. • Ensure adherence to the Southern DHB delegations of authority • Implement and support the philosophy and practice of Southern DHB wide policies and processes 	<ul style="list-style-type: none"> • Accurate and timely advice relating to the management of RMOs is provided to local RMO Unit team and other DHB staff • Southland RMO Unit team members are able to take leave and cover is in place for these periods • Problems are resolved in a timely manner and within the standards set by the RMO MECAs and DHB policies • Timesheets are accurate and approved in a timely manner with minimal late timesheets being processed • Recruitment activities are managed in line with best recruitment practice as well as the standards set by the RMO MECA, DHB policies and MCNZ requirements
<p>Management of RMO rosters</p>	
<p>In addition to acting in a supervisory capacity, the Team Leader will also be responsible for several rosters. The responsibilities associated with this activity are:</p> <ul style="list-style-type: none"> • Write and publish several RMO rosters ensuring MECA and DHB standards are met • Management of a number of RMO rosters on behalf of clinical services • Update the rosters as changes occur and communicate these changes to necessary stakeholders • Contacting all appropriate RMOs to seek cover for any roster gaps resulting from unplanned leave and offering additional payments as per the MECA and DHB standards • Consider and approve / decline requests for planned leave such as annual and alt stat leave • Allocate relief cover for RMOs on leave or night duty 	<ul style="list-style-type: none"> • Successful operation of rosters in an accurate and timely manner • Where possible, shifts covered well in advance of vacant duty • Timesheet records are accurate • Problems are quickly escalated to key staff • Rosters are compliant with the MECA and meet SDHB standards

<ul style="list-style-type: none"> Assess and approve / decline requests for shift swaps against basic health and safety requirement to ensure limits on hours have not been exceeded Advise services of potential roster issues along with offering possible solutions to these Complete the administrative processes around the management of rosters including entering shift data for RMOs onto payroll databases and the completion of forms advising of changes Completion daily validations and fortnightly authorisation of timesheets 	
Administrative Duties	
<ul style="list-style-type: none"> Accepting RMO expense claim requests and reviewing against MECA and SDHB policies to ensure the request is appropriate Liaison with RMOs whose study requests and expense claims do not meet the necessary criteria 	<ul style="list-style-type: none"> Expense claims put forward for approval are appropriate and in accordance with the RMO MECA and DHB policies
<ul style="list-style-type: none"> Support the wider team in preparation for the annual recruitment round and orientation of incoming RMOs Provide expert advice in the interpretation of the RMO MECA with regards to additional payments, roster management and limits on hours Provision of advice to service staff regarding the management of RMOs and RMO MECA entitlements 	<ul style="list-style-type: none"> Incoming RMOs receive correct information pertaining to rostering and other matters are managed effectively and efficiently Correct advice pertaining to the MECA is provided
Management of relationships (internal and external)	
<ul style="list-style-type: none"> Provision of pastoral care to SDHB RMOs Provision of, and seeking support for, RMOs in difficulty from others as and when is needed Develop positive and meaningful relationships with RMOs and relevant hospital staff as well as external stakeholders Regularly liaise with other RMO Unit staff to ensure they are fully aware of issues and concerns relevant to them In collaboration with the Recruitment team, assist RMOs with information on training opportunities available in the Southern DHB region and in NZ Inform relevant service staff about any College training requirements that may have impact for their services Assist other RMO Unit staff as required Provide cover for the other Advisor(s) when they are on leave 	<ul style="list-style-type: none"> RMOs in difficulty are identified and necessary support structures are put in place The RMO Unit is perceived by RMOs in a positive manner The RMO Unit is perceived by hospital departments in a positive manner
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager.

	<ul style="list-style-type: none"> • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.
Living Southern DHB Values	
Proactively demonstrating Southern DHB values in all aspects of the role.	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date