

Position Description

Employment Agreement:	DHB's/PSA South Island Administrative Employees MECA, or Southern DHB/NZNO Southland Administrative Employees CEA
Position Title:	RMO Unit Coordinator
Service & Directorate:	RMO Unit, Medicine Womens and Childrens Directorate
Location:	Dunedin
Reports to:	District RMO Unit Manager
DHB Delegation Level:	n/a
Number of direct reports:	Nil
Date:	April 2023
Role Profile	Band 4A

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
The role of the RMO Unit Coordinator is to assist the RMO Recruitment Advisors in providing a seamless, proactive coordination of the on boarding of Resident Medical Officers (RMOs) to the organisation. This will be provided through coordination of tasks and services to candidates, the recruitment team, business and functional groups of the organisation.

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.
Role Competencies	
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.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise 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.
Managing Diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> RMO Unit 	<ul style="list-style-type: none"> Candidates
<ul style="list-style-type: none"> Recruitment Team 	<ul style="list-style-type: none"> Recruitment Agencies
<ul style="list-style-type: none"> Hiring Managers 	<ul style="list-style-type: none"> Other Hospitals
<ul style="list-style-type: none"> Service Administrators 	<ul style="list-style-type: none"> Medical Council of NZ
<ul style="list-style-type: none"> Clinical Leaders/Medical Directors 	<ul style="list-style-type: none"> Immigration NZ
<ul style="list-style-type: none"> Human Resources Group 	<ul style="list-style-type: none"> Medical Colleges
<ul style="list-style-type: none"> Wider hospital services such as Payroll, Occupational Health, Digital Team 	<ul style="list-style-type: none"> Relocation provider / Travel agency

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"> NCEA Level 3 or equivalent Studying towards People management / HR qualification would be advantageous 	<ul style="list-style-type: none"> Human Resources or Business Administration Qualification or Equivalent
Experience	<ul style="list-style-type: none"> At least 2 – 5 years Administration or Coordination experience Customer service experience Demonstrated experience in adapting to time critical demands including ability to manage workload and priorities 	<ul style="list-style-type: none"> Experience in health or other public sector environment desirable Experience in Recruitment / HR administration
Knowledge and Skills	<ul style="list-style-type: none"> Computer literate with experience using online resources / tools Proven organisations skills including strong attention to detail Proactively networks and maintains contact with staff at all levels of the origination, stakeholder, suppliers and external agencies both on a formal and informal basis. Takes responsibility to establish contact and build relationships with key people 	<ul style="list-style-type: none"> Significant knowledge of health and Disabilities Services
Personal Qualities	<ul style="list-style-type: none"> Self stater with a can-do attitude ability to inspire and influence others to action Flexible team player Ability to foster and maintain excellent relationships Enquiring mind, pursues continuous improvement Balanced outlook that lends to fast, pragmatic decisions and actions based on sound judgment Holds self and others accountable Appreciates and values diversity Ability to move between big picture and detail A positive contributor with good self-awareness and an interest in lifelong learning 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
On Boarding Coordination Activities The RMO Unit Coordinator will facilitate the administrative and logistical support for the on boarding process and arrival of RMOs to the organisation	
<ul style="list-style-type: none"> Coordinate the requirements for Orientation of incoming RMOs, liaising with relevant services where required Coordinate and undertake the onboarding requirements for incoming RMOs, liaising with relevant 	<ul style="list-style-type: none"> Incoming RMOs feel valued as well orientated to their new place of work Orientation is seamless and allows the incoming RMO to feel they have sufficient information in which to commence their role

<p>services where required e.g. IT access, Name badges, ID cards etc</p> <ul style="list-style-type: none"> Facilitate relocation services, and request approvals, as required according to policy and employment agreements Liaise with services regarding the arrival dates of incoming employees / transfers Assist with management and maintenance of candidate database / spreadsheet Responsible for answering queries via the RMO Recruitment email account to do with on boarding and relocating 	<ul style="list-style-type: none"> Requests for relocation approvals are made timely and in line with current policy and employment agreement Services aware appraised of the estimated date of arrival for their incoming RMOs, including when there are delays. Questions raised via the RMO Recruitment email account to do with on boarding and relocations are managed in a timely manner
<p>Recruitment Activities</p> <p>The RMO Unit Coordinator will support the RMO Unit Recruitment Advisor by way of providing some recruitment activity support during the Annual Recruitment Cycle (ARC)</p>	
<ul style="list-style-type: none"> Work closely with the RMO Unit Recruitment Advisor and provide support by way of the collation of references (where requested by the Advisor) and connecting with incoming candidates who have questions Use of the National Salary Matrix to support the RMO Unit Recruitment Advisor in setting RMO salaries Support the RMO Unit Recruitment Advisor in the preparation, and completion of, Letters of Offer made during the ARC Work alongside the RMO Unit Recruitment Advisor to seek and receive documentation and ensure this is accurately completed as required and is passed on in a timely manner. Coordinate the MCNZ & Immigration process alongside the RMO Unit Recruitment Advisor, including follow up and enquiries to provide assistance to candidates Assist with management and maintenance of candidate database / spreadsheet 	<ul style="list-style-type: none"> The RMO Unit Coordinator and RMO Unit Recruitment Advisor work closely as a team References are sought and followed up in a timely manner Letters completed are accurate Required documentation is sought in a timely manner and passed onto relevant services as necessary Issues to do with missing documentation are escalated quickly
<p>Team and Individual performance</p> <p>Participate in and contribute to the internal development and functioning of the team</p>	
<ul style="list-style-type: none"> Can deal comfortably with Managers at all levels. Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members. Contribute to team communication and learning activities. Promote and adhere to the philosophy and values of our mission and values. Foster and support commitment to achieving the highest level of health and safety, including identification and reporting of all hazards, assistance in resolving issues that may cause harm to staff, and working safely at all times. Continue personal development by identifying and engaging in formal and information personal development opportunities. Suggest and contribute new ideas. Work to achieve self-set goals; take full personal responsibility for making things happen within own area of control 	<ul style="list-style-type: none"> Active participation in the team. Collegial support and strong working relationships evident with other team members. Engagement with the values and expectations of the role

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> <p>Act as a role model for the our Organisational Values.</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. Live and support the DHB values in everything you do.
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. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern'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	
<p>The principles of Te Tiriti o Waitangi, as articulated by the courts and the Waitangi Tribunal will guide Southern response to Māori health improvement and equity. These contemporary principles include:</p> <ul style="list-style-type: none"> <i>Tino rangatiratanga</i>: Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services. <i>Equity</i>: Being committed to achieving equitable health outcomes for Māori. <i>Active protection</i>: Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under Te Tiriti are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity. <i>Options</i>: Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care. <i>Partnership</i>: Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori. 	<ul style="list-style-type: none"> You will be able to demonstrate an understanding of Te Tiriti o Waitangi, Māori Indigenous rights and current issues in relation to health and health equity ie: Whakamaaua: Māori Health Action Plan 2020-2025. You will contribute to responding to the DHBs Te Tiriti o Waitangi commitment to deliver effective and equitable healthcare with Māori patients and their whānau. You will have the ability to incorporate Māori models of health, patient and whānau-centred models of care, and mātauranga Māori. You will have insights into your own cultural awareness and an understanding of how your social-cultural influences inform biases that impact on your interactions with patients, whānau, and colleagues. Recognising that there is an inherent power imbalance in-patient relationship and ensuring that this is not exacerbated by overlaying your own cultural values and practices on patients and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

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