



	POSITION TITLE	RMO Unit Administrator		
	DIRECTORATE	Operations	DEPARTMENT	Administration
	REPORTING TO (operationally)	Administration and RMO Unit Manager	REPORTING TO (professionally)	Administration and RMO Unit Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<p>This role covers the administrative functions within the RMO Unit in the Hawke's Bay District Health Board (HBDHB)</p> <p>Staff reporting: Direct = 0</p>			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> • To provide centralised administrative support to the RMO Unit • To process reimbursements of work-related expenses for RMO's • To build strong partnerships with key stakeholders and services across the organisation • Strong customer focus, to be the point of contact for all administrative queries for the RMO workforce • To ensure the delivery of Organisational KPI's and MECA Obligations, including relevant MOH targets, financial budgets and service plans, as in line with the Hawkes Bay Health Sector Vision. • To recognise and support the delivery of the Hawkes's Bay DHB values and behaviours 			
KEY DELIVERABLES	<p>Customer Service</p> <ul style="list-style-type: none"> ▪ Provision of strong customer focus, supporting the RMO workforce and key Stakeholders with any queries or issues, and delivery of a positive responsive customer service experience across the DHB. ▪ Open and responsive to customer needs, ensuring a strong understanding of clinical units and medical staffing requirements ▪ Provide support for MECA interpretation ▪ Demonstrate an understanding of continuous quality improvement <p>Reimbursement of work-related expenses</p> <ul style="list-style-type: none"> ▪ Checks are completed to determine eligibility ▪ Reimbursements are calculated in line with appropriate Meca, and coded correctly in system ▪ Reimbursements are prepared for authorisation by Team Leader ▪ Reimbursement details are processed appropriately and in relevant systems, working closely with payroll ▪ Documentation is prepared to a high standard ▪ Maintain individual RMO Medical Education Leave summaries with all expenses paid in a timely manner. <p>Employment Administration</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 ▪ Arrangement of stamps, phones, photos and ID passes for all new RMO's ▪ End of contract process/checklists are completed and actioned on a timely basis for departing RMOs ▪ Ensuring all practising certificates, insurance cover, police checks and work visas are up to date ▪ Communicate appropriately and as required to other areas of the DHB (ie payroll, accounts, and business analysts. I.T. etc) ▪ Orientation and on-boarding support for new RMO's ▪ Keep up to date department policies, guidelines and RMO handbook. ▪ Liaising with Immigration New Zealand and keeping up to date with Immigration requirements and policy – when assisting with International Medical Graduates ▪ Liaising with NZ Medical Council and keeping up to date with Medical Council requirements for RMO workforce. <p>Office Administration</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 ▪ Minute taking at key meetings ▪ Monthly monitoring of RMO meals and appropriate escalation as and when required. ▪ Monthly monitoring of and updating Health Workforce NZ portal ▪ EPort duties as and when required. ▪ Weekly team meeting minutes and agenda 			

	<p>Other ad hoc duties</p> <p>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 ▪ Occasional surveys carried out across RMO workforce ▪ Review of systems and procedures. ▪ Providing information for queries and reports ▪ Review and update desk files on an ongoing basis ▪ Run reviews ▪ Leave audits ▪ Monthly meal expenses ▪ Regular Audit of RMO accommodation 	
<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 ▪ Administration and RMO Unit Manager ▪ Operations Directorate ▪ 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 ▪ Recruitment ▪ 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) ▪ SToNZ Union ▪ Hawke's Bay GP Practices ▪ External service providers e.g. WellINZ, MPS

DELEGATION AND DECISION	<ul style="list-style-type: none"> ▪ Makes decisions within RMO Unit team to meet service requirements ▪ Works autonomously with a high degree of independence within the team and problem solve complex issues as they arise.
HOURS OF WORK	64 per fortnight
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI DHBs/ PSA Administration/Clerical Multi Employer Collective Agreement (MECA) step 8 step 16 according to qualifications and experience pro rata for hours worked.
DATE	June 2022
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Comprehensive understanding of high-level clerical and administration principles. ▪ Can be relied upon to effectively manage highly confidential issues. ▪ To manage RMO Unit procedures relating to delegated authority ▪ Effectively manages time and prioritises workload to ensure typing work is completed within the agreed time. ▪ 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 (i.e. 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

ESSENTIAL CRITERIA

Education

- NCEA level 2 or equivalent

Experience

- 2+ years in a similar role

Business / Technical Skills

- Demonstrate and delivers results.
- Excellent understanding of technology – Microsoft Office products – Word, PowerPoint, Excel etc. and other health related databases.
- Use technology to improve business operations and customer service.
- Excellent keyboard skills.

Key Attributes

- Ability and an understanding of organising and prioritisation of workloads.
- Demonstrate ability to make considered decisions and take action on matters.
- Excellent understanding of English grammar.
- Excellent communication skills, ability to communicate with a wide range of people
- Can be relied upon to effectively manage highly confidential issues.
- Able to build effective and positive relationships with key personnel within and external to the service.
- Self motivated, innovative, flexible and able to work autonomously or as part of a team
- Work in partnership with peers.
- Responsive to ad-hoc requests and is adaptable to the changing needs of the Service.

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.

Physical requirements for role

- N/A

Vaccination status for role

Annual influenza vaccination required and COVID 19 in accordance with current mandate

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DESIRABLE CRITERIA

Experience

- Experience working in the health sector.
- Knowledge of ECA or another patient information system.

Business / Technical Skills

- Understanding of organisational dynamics and ability to work effectively in a multi-layered workplace



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.