

## Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

<b>Title</b>	Medical Imaging Information and Business Coordinator			
<b>Reports to</b>	Radiology Manager			
<b>Location</b>	Te Matau a Māui Hawke's Bay			
<b>Department</b>	Hospital Group			
<b>Direct Reports</b>	N/A		<b>Total FTE</b>	1.0FTE
<b>Budget Size</b>	<b>Opex</b>		<b>Capex</b>	
<b>Delegated Authority</b>	<b>HR</b>	N/A	<b>Finance</b>	N/A
<b>Date</b>	May 2025			
<b>Job band (indicative)</b>	PAKS grade 17. Expected salary in the range of \$83,000.			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

### Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

**Wairuatanga** – working with heart, the strong sense of purpose and commitment to service

**Rangatiratanga** – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

**Whanaungatanga** – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

**Te Korowai Āhuru** – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

## About the role

The primary purpose of the Medical Imaging Information and Coordinator (MIIBCO) role is to provide operational leadership for the medical Imaging administration team and to co-ordinate, monitor and analyse the medical Imaging business processes and systems information.

The MIIBCO will

- develop, support and maintain reporting tools and robust processes in conjunction with the radiology leadership team to drive service improvement and productivity.
- will involve gathering, analysing and interpreting data (operational and financial).
- to guide planning and decision making and provide high-impact intelligence to support Medical Imaging and Hospital services

Key Result Area	Expected Outcomes / Performance Indicators
Purpose of the position	<ul style="list-style-type: none"><li>• Work in partnership with Radiology leadership team to actively support and manage the medical imaging business processes</li></ul>

	<p>to achieve a culture and practices that supports effective patient safety, quality information management.</p> <ul style="list-style-type: none"> <li>• Operationally manage the administration team to meet referral and scheduling requirements</li> <li>• Coordination of Regional Radiology Informatics System (RRIS). Working in partnership with local and regional teams to achieve RRIS goals and reporting KPIs.</li> <li>• Utilise expertise in other hospital systems integration (e.g., Clinical Portal/webpas/ECA) to achieve business goals and reporting KPIs</li> <li>• Facilitate the development, implementation and management of new business, administration and reporting processes</li> <li>• Financial and budgetary management of Radiology business process. This will include managing contract expenditure for external and internal contractors, general ledger reporting requirements</li> <li>• Contribute to the delivery of organisational KPIs including relevant Health New Zealand, Te Whatu Ora targets, financial budgets, service plans and vision</li> </ul>
<b>Information Management - Analysis and Reporting</b>	<p>Works in conjunction with the radiology leadership team to monitor, analyse and report on the medical imaging business process.</p> <ul style="list-style-type: none"> <li>• Collect and analyse data from various sources, including Radiology Information System (RIS), Patient management systems (Clinical Portal and ECA), Financial system (FPIM)</li> <li>• Design and maintain dashboards to monitor key performance indicators, compliance requirements, workforce and productivity patterns</li> <li>• Analyse and present information at a local, regional and national level.</li> <li>• Prepare regular reports highlighting insights, trends and recommendations in relation to risks, capacity and areas to target for improvement.</li> <li>• Prepare modelling on future demand and supply across specialties in conjunction with the Radiology Leadership Team</li> <li>• Coordination of Regional Radiology Informatics System (RRIS). Working in partnership with local and regional teams to achieve RRIS goals and reporting KPIs.</li> <li>• Utilise expertise in other hospital systems integration (e.g., Clinical Portal/webpas/ECA) to achieve business goals and reporting KPIs</li> <li>• Financial and budgetary management of Radiology business process. This will include managing contract expenditure for</li> </ul>

	<p>external and internal contractors, general ledger reporting requirements</p> <p><b>Service improvement</b></p> <ul style="list-style-type: none"> <li>• Drive best practice and consistency in approach with the lens on the administration process and ensure efficient ways of working. Support the Radiology Leadership team to embed new initiatives, ways of working and work programmes.</li> <li>• Support Medical Imaging services to ensure core contractual requirements and Key Performance indicators are being met and support opportunities for improvement</li> <li>• Encourage the development of quality initiatives that promote and enhance continuous quality improvement.</li> <li>• A customer focused radiology service is promoted.</li> <li>• Facilitate quality initiatives between radiology and other areas of the hospital. Align projects across radiology department to support the broader regional and national systems of work</li> <li>• Proactively challenges and questions established intervention and approaches</li> <li>• Progress activities from the regional or nationally agreed improvement work programme to ensure consistent approaches to core activities</li> <li>• Establishes working partnerships with external organisations to promote integrated collaborative ways of working</li> <li>• Contributes to annual planning process, including identifying gaps in service and participating in work activity that may result from the planning process</li> <li>• Practises in a way that utilises resources in the most cost-effective manner to facilitate the best patients/clients/Tangata Whaiora outcomes</li> <li>• Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g., Health and Safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children's Act 2014, Privacy Act, ACC service specifications)</li> </ul>
	<ul style="list-style-type: none"> <li>• Work in partnership with Radiology leadership team to actively support and manage the medical imaging business processes to</li> </ul>

	<p>achieve a culture and practices that supports effective patient safety, quality information management.</p> <ul style="list-style-type: none"> <li>• Operationally manage the administration team to meet referral and scheduling requirements</li> <li>• Coordination of Regional Radiology Informatics System (RRIS). Working in partnership with local and regional teams to achieve RRIS goals and reporting KPIs.</li> <li>• Utilise expertise in other hospital systems integration (e.g., Clinical Portal/webpas/ECA) to achieve business goals and reporting KPIs</li> <li>• Facilitate the development, implementation and management of new business, administration and reporting processes</li> <li>• Financial and budgetary management of Radiology business process. This will include managing contract expenditure for external and internal contractors, general ledger reporting requirements</li> <li>• Contribute to the delivery of organisational KPIs including relevant Health New Zealand, Te Whatu Ora targets, financial budgets, service plans and vision</li> </ul>
<b>Leadership &amp; Management - Te Ārahi me te Whakahaere</b>	<p><b>THE MIICO role will</b></p> <ul style="list-style-type: none"> <li>• Role models effective team player behaviour and works to support inclusive, productive interactions and service delivery by actively breaking-down silo thinking and behaviour, especially at decision making level, to allow for best work. Collegially supports others to do the same.</li> <li>• Thinks, plans, and acts strategically. Engages the team in the vision and position the team to meet current and future needs</li> <li>• Leads the development and implementation of strategies, plans, frameworks for the team and drives performance and delivery against objectives.</li> <li>• Leads the development of the team</li> <li>• Leads the administration team ensuring referral and scheduling requirements are met</li> <li>• Participates in staff recruitment to maintain safe staffing levels within department</li> <li>• Contributes to leave management requirements (annual &amp; sick leave) ensuring appropriate coverage to ensure staffing levels are maintained</li> <li>• Ensures administration rosters are compliant with service requirements</li> <li>• Contribute to the delivery of organisational KPIs including relevant Health New Zealand, Te Whatu Ora targets, financial budgets, service plans and vision</li> <li>• Training provided for staff to facilitate ongoing improvement of services.</li> </ul>

	<ul style="list-style-type: none"> <li>Develops, implements and maintain process for competency-based frameworks for staff</li> </ul>
<b>Key Deliverables</b>	<p><b>How it will be measured (KPI):</b></p> <ul style="list-style-type: none"> <li>Meets deadlines while maintaining accuracy and quality of information.</li> <li>Maintains the pace of delivery in a busy clinical environment with competing pressures and multiple demands.</li> <li>Issues communication to staff in a clear and professional way. Uses an open and responsive communication style, ensuring clear updates are given. Demonstrates that feedback has been considered.</li> <li>Demonstrates appropriate and timely identification and escalation of issues and risks to the radiology leadership team</li> <li>Maintains effective working relationships across the area/unit/department</li> <li>Maintains up to date and accurate documents and schedules.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care.</li> <li>Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>Commits to helping all people achieve equitable health outcomes.</li> <li>Demonstrates awareness of colonisation and power relationships.</li> <li>Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</li> <li>Shows a willingness to personally take a stand for equity.</li> <li>Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table.</li> <li>Models an agile approach –tries new approaches, learns quickly, adapts fast.</li> <li>Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.</li> <li>Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.</li> </ul>



<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes.</li> <li>Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>
	<ul style="list-style-type: none"> <li>Undertake duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience</li> <li>Respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>Produce work that complies with organisational processes and reflects best practice.</li> </ul>

#### **Matters which must be referred to the Operational Manager**

- significant financial issues
- significant political, quality or safety issues
- serious clinical standards failure
- any emerging factors that could prevent achievement of the service/s objectives at year end
- any emerging factors that could prevent budget achievement at year end
- any matter that may affect the reputation of the service/s

#### **Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>Client/patient/Tangata Whaiora and their whānau</li> <li>Other service providers</li> <li>Primary &amp; NGO sector</li> <li>Rural health providers</li> <li>Regional / other Te Whatu Ora Hawke's Bay services Architects and consultants</li> </ul>	<ul style="list-style-type: none"> <li>Radiology Manager</li> <li>Radiology Leadership Team</li> <li>Hospital Leadership Team</li> <li>Radiologists/ Nuclear Medicine Physician</li> <li>Medical Imaging Technologists</li> <li>Nursing Staff</li> <li>Students</li> <li>Health Service Managers and teams across Te Whatu Ora</li> </ul>

	<p>Hawke's Bay services and specialist community and regional services</p> <ul style="list-style-type: none"> <li>• Health Service Support services</li> <li>• Patients/Consumer/Tangata Whaiora Project Manager</li> </ul>
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## About you – to succeed in this role

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### You will have

#### Essential Experience

- At least 5 years' experience leading and developing teams
- Experience in influencing and implementing change
- Proven customer service skills

#### Business / Technical Skills

- Excellent communication skills – written, face to face, presentation and facilitation, with a wide range of people
- People management skills, including coaching and the ability to negotiate and influence in decision making.
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Excellent computer skills e.g. Microsoft Office applications such as Outlook, Word, Excel and PowerPoint
- Proven skills in developing and maintaining spreadsheets / databases.
- An understanding of continuous quality improvement and proven ability to lead change
- Proven ability to analyse and interpret complex data to drive business KPIs

#### Leadership Competencies

- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly and is able to make effective decisions quickly

#### Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus



- Ability to build rapport and constructive and effective relationships
- Demonstrated time management skills

### **Desirable Experience**

#### **Experience**

- Radiology experience
- Experience and understanding of HR process and performance management
- Knowledge of the political, legislative or other external influences affecting the health sector

### **Business / Technical Skills**

- Has a sound knowledge of Radiology Information Systems and PACS systems

### **You will be able to**

#### **Essential:**

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*