



	POSITION TITLE	RMO Coordinator		
	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 workforce, including rostering, leave management, expenses, and the management of employment related conditions of RMO staff. To formulate, distribute and maintain RMO rosters in line with MECA requirements and KPI's To maintain leave management and support the smooth running of the RMO workforce in day to day operations 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>Medical Rostering</p> <ul style="list-style-type: none"> Formulation of rosters in a timely manner as per MECA obligations, using rostering tools Information included within the rostering system and individual rosters is accurate and complete. Problems/issues are discussed with all concerned before any action/changes are made. Issues that are not able to be resolved are brought to the attention of the RMO Unit team and relevant Department as required. Work areas are kept up to date with any changes made during the roster period. Prepare and authorise RMO online timesheets for payroll each fortnight Attendance details are accurately recorded Annual leave is captured and coded within rostering. Call duties/additional duties are accurately recorded where required Any issues or variations to normal payment are brought to the attention for approval of the RMO Unit team <p>Leave Management</p> <ul style="list-style-type: none"> Leave requests for annual, medical education (MEL), conferences etc are managed and processed according to leave management procedures. Leave requests are processed within the required timeframes and within approval guidelines Individuals are notified that their leave has been approved/declined. All relevant areas are notified of leave as appropriate. Leave schedules are accurately maintained and distributed Short notice leave requests are checked with appropriate Manager Work with recruitment agencies to provide locum cover as and when required <p>Reimbursement of work-related expenses</p> <ul style="list-style-type: none"> Checks are completed to determine eligibility Reimbursements are calculated and coded correctly Reimbursements are prepared for authorisation Reimbursement details are processed appropriately and in relevant systems Documentation is prepared to a high standard 			

	<p>Employment Administration</p> <ul style="list-style-type: none"> ▪ Maintain personnel files for RMO Staff (create, file and archive) ▪ Maintaining accurate and up to date Run Descriptions for various RMO runs across the hospital ▪ New start processes complete as per RMO Unit procedures and checklists ▪ End of contract process/checklists are completed and actioned on a timely basis for departing RMOs ▪ Communicate appropriately and as required to other areas of the DHB (ie payroll, accounts, and business analysts. I.T. etc) ▪ Orientation of new RMO's <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 <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 deskfiles on an ongoing basis ▪ Run reviews ▪ Leave audits ▪ Monthly meal expenses 	
<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.
EMPLOYMENT AGREEMENT & SALARY	In accordance with the LNI DHBs/ PSA Administration/Clerical Multi Employer Collective Agreement (MECA) Step 16 – Step 24 gross per annum 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. ▪ Experience in developing and maintaining rosters ▪ 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. ▪ 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 etc. and other health related databases.
- Advanced Excel skills
- Experience in rostering
- Use technology to improve business operations and customer service.

Key Attributes

- Understanding of rosters and rostering process
- 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 COVID19 in accordance with current mandate

DESIRABLE CRITERIA

Experience

- Experience working in the health sector.
- Knowledge of ECA or another patient information system.
- Experience with the use of Winscribe (electronic dictation 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.