

	<b>POSITION TITLE</b>	<b>RMO Unit Administrator – Fixed Term</b>		
	<b>DIRECTORATE</b>	Support Services Group	<b>DEPARTMENT</b>	RMO Unit
	<b>REPORTING TO</b> (operationally)	Operations Manager Medical Workforce	<b>REPORTING TO</b> (professionally)	Operations Manager Medical Workforce
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the administrative functions within the RMO Unit in Health NZ   Te Whatu Ora Te Matau a Māui Hawke’s Bay and has no direct reports.			
<b>PURPOSE OF THE POSITION</b>	<p>To provide centralised administrative support and functional assistance to support the effective and efficient operation of the RMO Unit and RMO workforce in line with organisational policies, protocols, standards and guidelines.</p> <p>To build strong partnerships with key stakeholders and services across the organisation</p> <p>Strong customer focus, to be the point of contact for all administrative queries for the RMO workforce</p> <p>To recognise and support the delivery of the Health NZ   Te Whatu Ora Te Matau a Māui Hawke’s Bay Hawkes’s Bay values and behaviours</p>			
<b>KEY DELIVERABLES</b>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>▪ 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 Health NZ   Te Whatu Ora Te Matau a Māui Hawke’s Bay.</li> <li>▪ Open and responsive to customer needs, ensuring a strong understanding of clinical units and medical staffing requirements</li> <li>▪ Provide support for MECA interpretation</li> <li>▪ Demonstrate an understanding of continuous quality improvement</li> </ul> <p><b>Reimbursement of work-related expenses</b></p> <ul style="list-style-type: none"> <li>▪ Checks are completed to determine eligibility</li> <li>▪ Reimbursements are calculated in line with appropriate SECA, and coded correctly in system</li> <li>▪ Reimbursements are prepared for authorisation by Operations Manager.</li> <li>▪ Reimbursement details are processed appropriately and in relevant systems, working closely with payroll</li> <li>▪ Documentation is prepared to a high standard</li> <li>▪ Maintain individual RMO Medical Education Leave summaries with all expenses paid in a timely manner.</li> </ul> <p><b>Employment Administration</b></p> <ul style="list-style-type: none"> <li>▪ Maintain personnel files for RMO Staff (create, file and archive)</li> <li>▪ New start processes complete as per RMO Unit procedures and checklists</li> <li>▪ Arrangement of stamps, phones, photos and ID passes for all new RMO’s</li> <li>▪ End of contract process/checklists are completed and actioned on a timely basis for departing RMOs</li> <li>▪ Ensuring all practising certificates, insurance cover, police checks and work visas are up to date</li> <li>▪ Communicate appropriately and as required to other areas of Health NZ   Te Whatu Ora Te Matau a Māui Hawke’s Bay (ie payroll, accounts, and business analysts. I.T. etc)</li> <li>▪ Orientation and on-boarding support for new RMO’s</li> <li>▪ Keep up to date department policies, guidelines and RMO handbook.</li> <li>▪ Liaising with Immigration New Zealand and keeping up to date with Immigration requirements and policy – when assisting with International Medical Graduates</li> <li>▪ Liaising with NZ Medical Council and keeping up to date with Medical Council requirements for RMO workforce.</li> <li>▪ RMO Locum support including liaising with agencies, heads of departments and processing of invoices.</li> </ul> <p><b>Office Administration</b></p> <ul style="list-style-type: none"> <li>▪ Team mail is opened, distributed (this is a shared responsibility)</li> <li>▪ Action standard letters as requested (jury service, records of service, general queries)</li> <li>▪ Collate information relating to RMO staff and distribute as required (Café updates, Pager List etc)</li> <li>▪ Carry out other administration work as required</li> <li>▪ Minute taking at key meetings</li> <li>▪ Monthly monitoring of RMO meals and appropriate escalation as and when required.</li> </ul>			

	<p><b>Other ad hoc duties</b></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"> <li>▪ 'One-off' project work</li> <li>▪ Analysis of expenditure/costs</li> <li>▪ Occasional surveys carried out across RMO workforce</li> <li>▪ Review of systems and procedures.</li> <li>▪ Providing information for queries and reports</li> <li>▪ Review and update desk files on an ongoing basis</li> <li>▪ Monthly meal expenses</li> <li>▪ Regular Audit of RMO accommodation</li> </ul>		
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>Health NZ   Te Whatu Ora Te Matau a Māui Hawke's Bay Bay is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>▪ Not to do anything that puts your own H&amp;S at risk</li> <li>▪ Not to do anything that puts others H&amp;S at risk</li> <li>▪ To follow all health and safety policies and procedures</li> <li>▪ To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>		
<b>KEY WORKING RELATIONSHIPS</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ RMO Unit team</li> <li>▪ Operations Manager Medical Workforce</li> <li>▪ Support Services Group</li> <li>▪ General Managers &amp; GM PA's</li> <li>▪ People and Culture Team</li> <li>▪ Clinical Directors</li> <li>▪ Head of Departments</li> <li>▪ Senior Medical Officers (SMOs)</li> <li>▪ Resident Medical Officers (RMOs)</li> <li>▪ Payroll</li> <li>▪ Accounts</li> <li>▪ Other Departments/Services</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ New Zealand Medical Council</li> <li>▪ New Zealand Immigration Service</li> <li>▪ Vocational Colleges</li> <li>▪ Other Te Whatu Ora - Health New Zealand</li> <li>▪ NZ Resident Doctors Association (RDA)</li> <li>▪ SToNZ Union</li> <li>▪ Hawke's Bay GP Practices</li> <li>▪ External service providers e.g. WellNZ, MPS</li> </ul> </td> </tr> </table>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ RMO Unit team</li> <li>▪ Operations Manager Medical Workforce</li> <li>▪ Support Services Group</li> <li>▪ General Managers &amp; GM PA's</li> <li>▪ People and Culture Team</li> <li>▪ Clinical Directors</li> <li>▪ Head of Departments</li> <li>▪ Senior Medical Officers (SMOs)</li> <li>▪ Resident Medical Officers (RMOs)</li> <li>▪ Payroll</li> <li>▪ Accounts</li> <li>▪ Other Departments/Services</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ New Zealand Medical Council</li> <li>▪ New Zealand Immigration Service</li> <li>▪ Vocational Colleges</li> <li>▪ Other Te Whatu Ora - Health New Zealand</li> <li>▪ NZ Resident Doctors Association (RDA)</li> <li>▪ SToNZ Union</li> <li>▪ Hawke's Bay GP Practices</li> <li>▪ External service providers e.g. WellNZ, MPS</li> </ul>
<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ RMO Unit team</li> <li>▪ Operations Manager Medical Workforce</li> <li>▪ Support Services Group</li> <li>▪ General Managers &amp; GM PA's</li> <li>▪ People and Culture Team</li> <li>▪ Clinical Directors</li> <li>▪ Head of Departments</li> <li>▪ Senior Medical Officers (SMOs)</li> <li>▪ Resident Medical Officers (RMOs)</li> <li>▪ Payroll</li> <li>▪ Accounts</li> <li>▪ Other Departments/Services</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ New Zealand Medical Council</li> <li>▪ New Zealand Immigration Service</li> <li>▪ Vocational Colleges</li> <li>▪ Other Te Whatu Ora - Health New Zealand</li> <li>▪ NZ Resident Doctors Association (RDA)</li> <li>▪ SToNZ Union</li> <li>▪ Hawke's Bay GP Practices</li> <li>▪ External service providers e.g. WellNZ, MPS</li> </ul>		
<b>DELEGATION AND DECISION</b>	<p>Makes decisions within RMO Unit team to meet service requirements</p> <p>Works autonomously with a high degree of independence within the team and problem solve complex issues as they arise.</p>		
<b>HOURS OF WORK</b>	80 hour's per fortnight (1.0 FTE) 12 months Fixed Term		
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the LNI Te Whatu Ora - Hawke's Bay/ PSA Administration/Clerical Multi Employer Collective Agreement (MECA) Band 4 - according to qualifications and experience pro rata for hours worked.		
<b>DATE</b>	January 2025		
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A		
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>▪ Comprehensive understanding of high-level clerical and administration principles.</li> <li>▪ Can be relied upon to effectively manage highly confidential issues.</li> <li>▪ To manage RMO Unit procedures relating to delegated authority</li> <li>▪ Effectively manages time and prioritises workload to ensure typing work is completed within the agreed time.</li> <li>▪ Excellent communication skills (appropriate communication style - written and interpersonal - relevant to the circumstances)</li> <li>▪ Attention to detail and accuracy with numbers</li> <li>▪ High standards in documentation</li> <li>▪ Experience in an administration role (i.e. processing accounts, general office functions)</li> <li>▪ Ability to prioritise and meet deadlines</li> <li>▪ A strong customer service focus with ability to develop effective working relationships</li> <li>▪ Ability to work within boundaries and limits – know when and where to seek assistance</li> <li>▪ Ability to improve administration systems to make them more efficient/effective</li> <li>▪ To be professional with high work standards</li> </ul>		

## 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

- Ability to move about and undertake necessary duties.
- A high degree of mental concentration is required.
- Must be able to function under rapidly changing and demanding conditions.
- Visual ability sufficient to read, write/record and enable accurate performance of duties.
- Hearing and speech sufficient to communicate with other people effectively both individually and by telephone (including cell phone) and in group meetings.
- Physical capacity sufficient to undertake essential job duties

### Vaccination status for role

Vaccinations as per the current employee immunisation policy including annual influenza vaccination.

## 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-a-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**  
**ĀKINA IMPROVEMENT**  
**RARANGATE TIRA PARTNERSHIP**  
**TAUWHIRO CARE**



**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.