

Job Description

Workforce Officer

RMO Unit

Position Title:	Workforce Officer
Organisation Unit:	Directorate of Medical & Elder Services
Location:	RMO Unit, Whangarei Hospital, Health New Zealand (Te Whatu Ora) – Northland District (HNZ)
Responsible to:	RMO Unit Manager, RMO Unit, Health New Zealand (Te Whatu Ora) – Northland District (HNZ)
Primary Functions of the Position:	To support well, well-trained Resident Medical Officers at Health New Zealand (Te Whatu Ora) – Northland District (HNZ)

Functional Relationships

The Workforce Officer will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> • RMO Unit Team • Recruitment Team • SMO Recruiter • Chief Medical Officer • General Managers • Clinical Directors/HODs • Prevocational Educational Supervisors • Service Managers • Duty Managers • Telephonists • Medical Staff • Human Resources • Payroll 	<ul style="list-style-type: none"> • Medical Council of New Zealand • National and International Medical Staffing Recruitment Agencies • Immigration New Zealand • Advertising Companies • Applicants • RMO Unions • NRA • National RMO Co-ordinators/Recruiters • District RMO Unit Managers

Key Responsibilities and Expected Outcomes

Health New Zealand (Te Whatu Ora) – Northland District (HNZ) has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with HNZ:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The Workforce Officer is a member of the RMO Unit whose major functions or key result areas encompasses:

- Te Tiriti o Waitangi
- Utilisation of Resident Medical Officers (RMOs)
- Rostering for RMOs including day to day co-ordination of House Officers and Locums
- Co-ordination of recruitment and run allocations for RMOs
- Quality Assurance
- HNZ policies, protocols, standards and guidelines
- Maintain knowledge and skills
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Key Tasks
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within HNZ management processes and procedures • Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes • Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner • Attend HNZ Te Tiriti o Waitangi Training
Utilisation of Resident Medical Officers	<ul style="list-style-type: none"> • Maintain excellent rapport with RMOs to ensure promotion of good will and harmony, and continuation of HNZ's excellent reputation amongst Medical Students and RMOs nationally • Provide a contact point for RMOs for day-to-day issues, dealing with issues and providing solutions as they arise • Ensure timesheets/salaries for RMOs are accurate, complete and are sent to Payroll in a timely manner • Authorise House Officer leave requests
Rostering for RMOs	<ul style="list-style-type: none"> • Draft, publish and maintain the House Officers rosters within the boundaries set by service needs, RMO's experience and SECA requirements • On a day-to-day basis understand the RMOs rosters and implications of sickness and/or short notice leave requests, filling gaps as necessary • Apply appropriate SECA as required in formulating rosters and paying appropriate salaries and additional earnings • Liaise with General Managers and Clinical Directors to source and roster locums to fill short term roster gaps

Key Responsibility Area	Key Tasks
<p>Provide coordination of all issues regarding recruitment of RMOs</p>	<ul style="list-style-type: none"> • Ensure that the recruitment process meets all necessary deadlines • Prepare advertisements for and place in suitable publications, details of RMO vacancies • Liaise with staffing agencies regarding RMO vacancies. • Liaise with General Managers, Service Managers, Clinical Leaders/Heads of Departments and staffing agencies to recruit RMOs • Prepare application packages • Process applications for RMO vacancies via the Human Resource Information System (PSE) • Collate applications for employment and short list in conjunction with General Managers, Service Managers, Chief Medical Officer, and Clinical Directors. Where indicated liaise with Medical Council of New Zealand and Immigration Service where required to meet compliance with Regulations and Statutes of Law • Communicate on behalf of HNZ with successful and unsuccessful applicants for RMO appointments • Prepare contracts and letters of appointment for RMO in accordance with HNZ policies and meets contractual criteria. • Ensure all RMOs employed comply with HNZ pre-employment Occupational Health policies. • Ensure all RMOs employed comply with HNZ Recruitment and Children's' Worker Safety policies. • Plan and implement the orientation of RMOs • Maintain accurate records related to recruitment • Provide expert advice to internal and external clients regarding the recruitment process and recruitment options (run allocations) • Provide information in response to recruitment related enquiries • Maintain up-to-date knowledge of recruitment trends and options
<p>RMO Systems and Processes</p>	<ul style="list-style-type: none"> • Maintain accurate records for all RMOs • Ensure that all documentation and processes are clear and comply with HNZ polices and other statutes • Participate in relevant functions and activities to ensure a culture of continuous quality improvement and ensure the service supports HNZ commitment to accreditation • Access Medical Staff database and Human Resources Information Systems (PSE) for information requested by General Managers and / or Clinical Directors/Leaders • Work with the RMO Unit team to ensure that departmental priorities are met, assisting other team members as required • Be available, on request from the RMO Unit Manager, for covering team members when absent

Key Responsibility Area	Key Tasks
Meetings	<ul style="list-style-type: none"> • Attend Medical Council meetings/workshop • Organise and/or attend other meetings when required • Attend national meetings if required
Te Whatu Ora policies, protocols, standards and guidelines	<ul style="list-style-type: none"> • Maintain confidentiality of the Medical staff as per HNZ policy • Ensure that all concerns, complaints and issues are brought to the attention of the Chief Medical Officer, Clinical Director, General Manager, Director Human Resources & Corporate Support Services or RMO Unit Manager as appropriate, in a timely and effective manner in accordance with policies and procedures of HNZ • Acknowledge, report and document errors or omissions promptly in consultation with the RMO Unit Manager
Maintain knowledge and skills relevant to the position	<ul style="list-style-type: none"> • Seek professional guidance and support and negotiate a Personal Development Plan with the RMO Unit Manager to ensure personal knowledge and skills development is ongoing and up to date • Exhibit competence, loyalty, accountability and a positive attitude in all aspects of personal performance • Demonstrate sensitivity to the spiritual beliefs, cultural practices and lifestyle choices of applicants, employees, colleagues and all persons
Communication and Teamwork	<ul style="list-style-type: none"> • Participate as a productive member of the RMO Unit team • Liaise with all internal and external stakeholders
Health & Safety	<ul style="list-style-type: none"> • Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Practicing and observing safe work methods (as per Health and Safety at Work Act 2015)
Privacy and Confidentiality	<ul style="list-style-type: none"> • Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of HNZ • Complete mandatory induction training on Privacy responsibilities

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Person Specification

Education and Qualifications

Essential	Desirable
	<ul style="list-style-type: none"> • Tertiary qualification • Microsoft Office qualification or similar

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Demonstrable excellent inter-personal skills • Self-motivation and the ability to work autonomously • Proven ability to prioritise workload and meet deadlines • Proficient computer skills in Microsoft Office • Commitment to accuracy • Ability to communicate with a wide range of people within a large organisation • An understanding of cultural issues which impact on a large organisation. 	<ul style="list-style-type: none"> • Previous experience working in a recruitment process • Knowledge of conditions relating to the employment of Medical Staff • Have an understanding of Resident Medical Officers SECA employment agreement – RDA and STONZ • Previous experience within the public sector • Experience of registration and immigration requirements. • Experience working in the health sector • Experience in working in a multi-disciplinary team

Awareness and Understanding of

Essential	Desirable
	<ul style="list-style-type: none"> • Te Tiriti o Waitangi and its application to the health setting • Privacy Act (2020) and Health Information Privacy Code (2020) • Health and Safety at Work Act 2015 • Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996) • New Zealand Council of Healthcare Standards

Skills & Personal Attributes

Skills

- The ability to respect privacy and treat all information in a sensitive and confidential manner.
- Well-developed interpersonal skills
- Ability to work unsupervised
- Ability to be flexible, versatile and open to change
- Operates well within a complex environment
- Ensure excellent documentation and attention to process
- Excellent interpersonal skills with the ability to effectively influence, direct and motivate others
- Ability to problem solve

Personal Attributes

- Demonstrates honesty and integrity
- Highly organised – plans and priorities well and manages time to focus self and others on the most important activities
- Strong focus on relationships with team members and others
- Personal resilience and patience
- Alignment of personal values with Organisational Values

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: _____

Signature: _____

Date: _____

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: **Workforce Officer – RMO Unit**

Signature of employee: _____

Date: _____