

POSITION DESCRIPTION

Position:	[Manager - Medical Management Unit (MMU)]	
Responsible to:	Group Director Operations	
Direct Reports:	MMU Administration Support	
Location:	Rotorua & Taupō	
Functional relationships:	Internal: Resident Medical Officers (RMO) Senior Medical Officers (SMO) Prevocational educational supervisors Medical Students Chief Medical Officer CDs, HODs, Service Managers Duty Managers Telephonists Payroll Administrative Staff HR	External: Education providers NZ Medical Council NZ immigration Service Recruitment Agencies NZRDA, STONZ, ASMS
Financial delegations:	TBC	
Date:	October 2024	

Primary purpose(s) of the position

1. Run the office effectively and efficiently.
2. Recruit SMOs & RMOs in a timely manner – ensuring interviews are done as scheduled and all required documentation are in place prior to staff starting.
3. Allocate RMOs in accord with Heads of the Department (HODs)– setting up meetings per department with HOD and providing the CVs for review.
4. Provide Service Managers with the job sizing, compensation schedule, and credentialing for all SMOs (who are being recruited) for evaluation and approval before forwarding to applicants.
5. Build and maintain good relationships with all Service Managers and stakeholders.
6. Provide timely and effective communication regarding the current stage of recruitment.
7. Create rosters in appropriate timeframe for each quarter and create roster pattern as and when required.
8. Communicate to the department any gaps in rosters promptly and exert all effort to address the gaps.
9. Review and approve timesheets in timely manner.
10. Ensure that Annual, Education, Sick, Lieu leave forms are approved as per the RMOs MECAs requirement. Keep clear information on Education leave for all doctors.
11. Ensure all reimbursement of expenses are correct/adjusted to be correct and signed off in timely manner.
12. Manage the filing and updating of all relevant documents, including Annual Practicing Certificates (APC) & Indemnity insurance.
13. Oversee the smooth organisation and facilitation of the orientation programme.
14. Responsible and accountable for leading, planning, managing and delivering the unit's services in alignment with the strategic and operational direction of Te Whatu Ora – Lakes.

Key Objectives	Description	Expected Outcomes
Leadership	<ul style="list-style-type: none"> • Proactively models the vision and values of Lakes. • Consistently behaves in an ethical and professional manner. • Establishes and leads Continuous Improvement 	<ul style="list-style-type: none"> • Issues/risks escalated to the GDO appropriately and in a timely manner • Adjusts leadership style to the situation • Delivers clear, timely direction and guidance to direct reports. • Unit is known as responsive, innovative, you are visible within MMU. • Provides robust orientation to new staff. Support and demand performance to a high level. • Addresses any poor performance or inappropriate behaviour immediately, openly and directly • Deals with business issues and inter-personal relations in a discreet and impartial manner, representing HNZ Lakes objectives honestly and objectively in all spheres of operation • Builds and maintains outstanding working relationship with colleagues and stakeholders • Prepared to take responsibility for developing and implementing ideas for improvement with in local work area and wider • Regularly self-assesses personal behaviours and performance
Service Delivery	<ul style="list-style-type: none"> • Manages the delivery of the Unit 	<ul style="list-style-type: none"> • Operationalises and manages the day to day of the Unit efficiently and effectively in accordance with Lakes policies, and directions of the GDO • Accountable for the budgets of the Unit • Works actively to manage workloads within the Unit calmly, consistently and positively • Regular and timely liaison with GDO to identify and forecast risks • Provide GDO with monthly reports on locum usage and associated costs • Manage all RMO meal provisions • All claims for additional duties and other allowances are verified, documented and approved in accordance with collective agreement and delegated of authority. • Approval of all allowance and overtime payments • Expense claim approval within contractual parameters and delegated authority
Human Resources	<ul style="list-style-type: none"> • Provides people management service for all medical staff at Lakes. This includes, recruitment, orientation, leadership in performance management • The Service complies with the “good employer” requirements of the Health and Disability Support Services Act and with the requirements of the Health and Safety in Employment Act 	<ul style="list-style-type: none"> • Manages people management processes including recruitment, performance management, learning and development policy compliance in accordance with Lakes Policies and Procedures. • Supports Service Managers with performance management processes for SMOs and Registrars within their service • Creates remuneration schedule and job sizing for all services • Accountabilities and responsibilities of direct reports are understood and maintained. • Responsible for providing staff with timely, accurate and constructive feedback on performance.

	<ul style="list-style-type: none"> • Supports Service Managers to manage the appropriate professional development of SMOS and RMOs within their service. • Ensures orientation and ongoing professional development opportunities are implemented. • Responsible for the completion of annual appraisals for all staff within the Unit • Actively manages for staff within the Unit, annual leave, sick leave and actions according to Lakes policies. • Implements performance management processes according to Lakes policies. • Proactively manages FTE levels to agreed budget through recruitment and retention strategies • Delivers effective human resource management to maximise safety at the most cost effective solution • Is cognisant of the impact of change on all other services • Maintains an effective working relationship with all internal services • Jointly with MMU team acquires and organises a team of staff to meet the objectives of all functional responsibilities of the Unit • Pro-actively networks and maintains contact with staff, stakeholders, suppliers and external agencies both on a formal and informal basis. • Takes responsibility to establish contact and build relationships with key people
	<ul style="list-style-type: none"> • Recruitment <ul style="list-style-type: none"> • Relevant applicant tracking system is utilised effectively to carry out the team's recruitment activities and monitor the progress of the candidates' application • Recruitment process is implemented according to relevant Recruitment policies and procedures • Recruitment is done in a timely manner for both RMOs & SMOs alike • Ensures good candidate experience by providing support and keeping candidates updated on the progress of their application • Finds ways to attract candidates to work for Lakes through robust recruitment marketing and sourcing strategies • Provides statistics and reports to the national office as required
	<ul style="list-style-type: none"> • Allocation of doctors <ul style="list-style-type: none"> • Ensure the allocation is correct at all times and all information is entered in the allocation
Communication	<ul style="list-style-type: none"> • Ensures effective communication <ul style="list-style-type: none"> • Communicates and advocates for own Unit as well as communicates activity to other services • Creates and fosters an environment for all parties of mutual trust and respect that enables information sharing and effective communication between individuals and teams.
Rosters	<ul style="list-style-type: none"> • Helps create a high quality rostering for all medical staff and in compliance with all relevant MECA <ul style="list-style-type: none"> • Ensures effective and compliant RMO roster management practices in line with specific needs • Within the roster managing all RMO leave on multiple rosters keeping staff at HNZ Lakes informed of changes • Responsible for ensuring RMO rosters meet the service delivery needs and are consistent with union agreements. • Carries out strategic planning for future rosters and budgets • Manages any required/requested run reviews.

Employment contracts

- Ensures rosters are done within the MECA timeframes
- Employment agreement provisions are known and correctly administered
- Ensures all correspondence for RMOs & SMOs are correct
- Provides accurate advice and appropriate interpretation of Employment Agreement clauses
- Liaisons with union representative in respect of Collective Agreement compliance issues and reports any significant issues to the GDO
- Puts in place robust processes to ensure all contract are correct prior to being sent out and sent within timeframes

RMO Education & Professional development support

- Works with relevant SMOs to plan and implement service and individual RMO training needs and plans
- In conjunction with the relevant SMOs, coordinates and organises RMO training courses, including liaising with course providers/presenters as to their requirements
- Oversees the process for all study applications
- Ensures the RMO education application spreadsheet for all approved/declined applications and course costs is maintained
- Ensures course attendance sheets are maintained and attendances recorded on to the HRIS
- Provides prompt, courteous and effective customer service, which includes attending to queries relation to venue/times and dates relating to courses.
- All work produces are to be of a high administrative quality i.e. follows Lakes standards, is professional in appearance, is proof-read, spell-checked etc.
- Maintains an organised filing system (both electronic a hard copy) that is version controlled, logical, and easily accessible by all MMU staff
- Provide statistics and reports to GDO as required
- Any other duties that may fall with scope of this role

Delegated Authority

- Timesheet approval of standard rostered hours
- Approval of all allowance and overtime payment in consultations with the GDO
- Authorising of new profiles on information systems (CIS, Email, internet, etc.)
- Authorising of ID badges for locums
- FPIM approval as per delegations
- Expenses approval as per delegations

General

- Other duties as negotiated with the GDO



Te Ringa Tōmau



Te Ringa Hora

Te Ringa Raupā



Te Ringa Ahuahu

Te Ringa Taurima



Capabilities

Capability definition

Achievement Indicators

(Examples – add/ amend or delete as specific to role using matrix to assist)

Communication and Personal Interaction

Te Ringa Hora

Operates at a Te Whatu Ora - Lakes wide level understanding the implications of communications within own service and other services.

- Information gets to the appropriate people within the organisation to facilitate effective decision making.
- Meets regularly, formally and informally with all reporting teams on a regular basis

<i>the open hand (denoting someone who is sociable)</i>	Presents clear and articulate messages to all levels of the organisation	<ul style="list-style-type: none"> Transfers information effectively altering language and tone as necessary to reach different staffing levels or groups.
Strategy & Performance	Proactively searches out solutions to problems and makes timely and appropriate decisions.	<ul style="list-style-type: none"> Demonstrates effective and timely decision making/problem solving techniques. Strives for new and improved work processes that will result in greater effectiveness and efficiencies both within reporting departments and across the system
Te Ringa Raupā		
<i>the roughened hand (symbolising a hard worker)</i>	Understands the implications decisions within the service or individual units have on the wider organisation and other services. Works collaboratively with stakeholders to maximise overall effectiveness.	<ul style="list-style-type: none"> Aware of the potential impact on other services of decisions on service delivery and consults as appropriate utilising available resources. Provides information to stakeholders before any change occurs. Seeks feedback from stakeholder groups on service delivery. Modifies and enhances service delivery in collaboration with stakeholders.
Development and Change	Provides innovative solutions to problems.	<ul style="list-style-type: none"> Will change or modify own opinions and will switch to other strategies when necessary.
Te Ringa Ahuahu	Supports and guides staff through change.	<ul style="list-style-type: none"> Encourages problem solving, solution finding and hardwiring of agreed changes. Is empathetic and inclusive in finding solutions. Engages with staff to understand concerns and provide feedback on possible solutions. Encourages teams to put forward ideas for strategic change. Collects data on deliverables and changes. Reports and celebrates success
<i>the hand that shapes or fashions something (refers to someone who is innovative)</i>		
Personal Accountability	Manages own and encourages others to foster work/life balance.	<ul style="list-style-type: none"> Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual. Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year.
Te Ringa Tōmau		
<i>the hand that is trustworthy</i>	Actively manages own career aspirations and development.	<ul style="list-style-type: none"> Is constantly striving to acquire and maintain knowledge, skills and/or experience. Has own career development plan and succession planning. Seeks out development opportunities to expand knowledge and capability. Engages in projects and activities readily which are above and beyond scope of current role.
Culture and Values	Inspires team to achieve whilst maintaining Te Whatu Ora - Lakes values.	<ul style="list-style-type: none"> Works with teams to identify plans for their unit and selves that will contribute to the organisation's annual plan, vision/mission etc.
Te Ringa Taurima		
<i>the hand that nurtures, encourages, supports</i>		

Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are	<ul style="list-style-type: none"> Meaningful relationships are established and maintained with Te Aka Matua (Rotorua and Taupo Hospitals)

	demonstrated in work practice.	<ul style="list-style-type: none"> • Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. • Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care. • Promotes appropriate service improvements within organisational direction that reduce inequities and improve health outcomes for Maori • Māori are enabled to access and participate in cultural activities provided by the Lakes. • A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Lakes is shown.
Te Iiti Kahurangi	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> • Works within the Te Iiti Kahurangi framework and supporting guide document.
Record Keeping	Accurate and high quality record keeping supports robust management practice	<ul style="list-style-type: none"> • Complies with the Lakes Corporate Records Management policy to create and maintain full and accurate records. • Maintains appropriate records to support and evidence robust management practices
Quality & Risk	Patient safety is paramount to the service we deliver at Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> • Employees are supported to lead by example and implement a culture of continuous quality improvement. • Risks that may prevent Lakes from achieving their goals are identified, reported, and managed. • Māori patients are provided patient-centred care to achieve positive Māori health outcomes. • Needs of Māori are reviewed and reported in the further development of practice, process and or policy. • Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology. • Quality care is provided to certification standards.
Health & Safety	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> • Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Lakes policy and legislative requirements. • Healthy lifestyles are actively promoted and participated in, within the work area. • Employees participate in Health and Safety within areas of work. • Health and Safety activities are appropriately documented within specified timeframes. • Health and Safety policies have been read and understood and are applied in the workplace. • Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately. • Any opportunities for improving Health and Safety are reported and acted upon in a timely manner. • All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

Signatures:

Line Manager:
(position description approved): _____

Employee:
(acceptance of position description): _____

(Please also initial all other pages to show acceptance of position description.)

Person Specification Essential:

Desirable:

Education and Qualifications:

- 7 – 8 years senior office administration experience
 - HR qualifications
 - Tertiary qualifications in management or health-related field
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- Knowledge of relevant statutes and Employment Agreements
 - Health & Disability Commissioners Act
 - Employment Relations Act 2000 and amendments
 - Organisational Policies & Procedures
 - Treaty of Waitangi
 - HPCA Act 2003
 - RDA SECA
 - ASMS SECA
 - Holiday Act 2003 and amendments
 - Privacy Act
 - Other relevant legislation]

Experience:**Human Resources:**

- Human Resources management experience at a mid to senior level.

Managing People:

- Makes sure staff know what is expected of them
- Promotes and models a strong customer focus
- Recognises and celebrates/rewards good performance
- Addresses any poor performance or inappropriate behavior immediately, open and directly
- Is able to have respectful and effective conversations with all staff
- Personally puts time into coaching and mentoring staff
- Gives staff the opportunities and freedom to develop
- Considers development needs when delegating work to staff
- Demonstrates resilience and positive disposition when managing high workload prioritizing competing demands
- Puts in place effective and efficient systems based on Te iti kahurangi to promote self-accountability
- Maintains a big picture view of own area of the business
- Demonstrates effective operational management , knowledge of lean methodology and service delivery]

- Able to demonstrate previous experience managing a health service or similar is highly desirable]

Knowledge:

- Te Tiriti O Waitangi in the provision of health care services and support to Māori.
- Te Tiriti O Waitangi in practice, process, policy development and decision making.]
- HNZ Lakes is a Reorua organisation knowledge and understanding of Te Reo/correct pronunciation
- Promotes and models a strong customer focus
- Ability to balance clinical needs with business, financial and other priorities

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- Effectively balances key priorities when making business decisions (ie financial, customer, internal processes, learning and growth)
 - Identifies and confronts problems early before they get out of hand
 - Resolute and committed to address important performance issues
 - Seeks an appropriately wide perspective of advice before making decisions |

Skills:

- Pronunciation of Te Reo Māori words and names
- High attention to detail and timely delivery of outcomes
- Te Reo Māori

Technical Expertise:

- Competent at computer use
- Strong knowledge and skills with ability to cost an alternative roster budgets
- Able to maintain the big picture view of their area of the business
- Recognise the impact of broader issues and emerging trends on the area of reasonability
- Prepared to learn new software application

Communication & Relationship:

- Actively shares information, ideas and experience with others
- Works at building trusting relationships with consumers/customer and key stakeholders
- Communicates sensitive messages or disagreements with tact and diplomacy
- Treat people with respect and courtesy
- Brings conflict in to the open and facilitate resolution
- Encourages the expression of differing and appraising views. |

Personal Attributes:**Interpersonal Skills:**

- Motivates and inspires people to do their best
- Promotes positive attitude towards change
- Encourages teamwork and cooperation
- Leads the team by encouraging them to contribute their opinions and builds on them,
- Maintain mutual respect and trust in relationships with peers and service consumers
- Embraces innovation and uses initiative in dealing with work problems and opportunities

Accountability:

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- Takes personal responsibilities
 - Reinforces and supports HNZ -
Lakes vision and values and leads
by example
 - Acts ethically and with integrity
 - Is open and honest with others
 - Actively pursues self-learning and
development
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ABOUT TE WHATU ORA - LAKES

At Te Whatu Ora - Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well being, and ora - describing the state of wellness.

STRATEGIC MISSION



- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

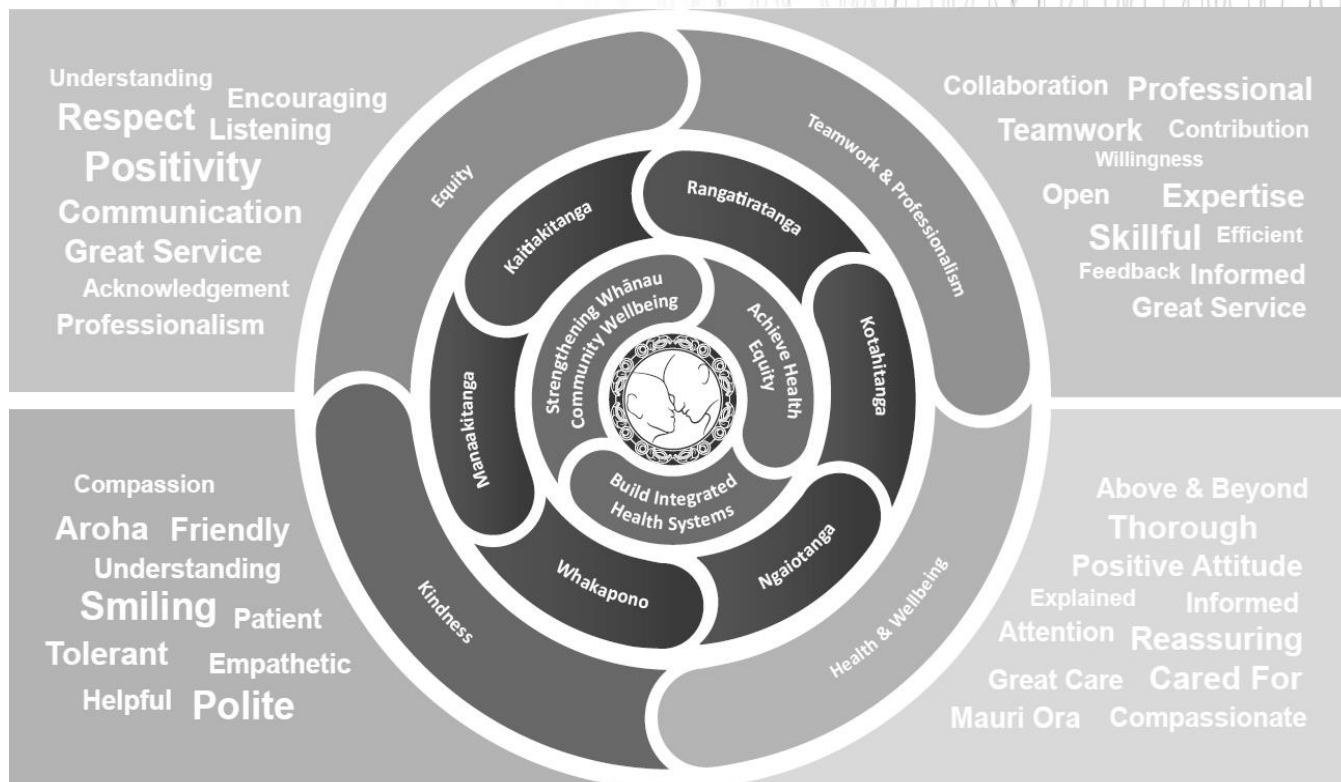
THREE CORE VALUES

Manaakitanga respect and acknowledgment of each other's intrinsic value and contribution

Integrity truthfully and consistently acting collectively for the common good

Accountability collective and individual ownership for clinical and financial outcomes and sustainability

TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



TE TIRITI O WAITANGI

Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

ORGANISATION STRUCTURE

Te Whatu Ora

Health New Zealand

Lakes

