

POSITION DESCRIPTION

Position	Medical Student Coordinator / Administration Support of the Prevocational Education Programme and Prevocational Supervisors (PVES)	Direct Reports	N/A
Department	Emergency & Medical Management Unit	Financial Delegations	Nil
Responsible To	Service Manager, Emergency & Medical Management	Location	Rotorua and Taupō
Financial Delegations	Nil		
Relationships Internal	<ul style="list-style-type: none"> Medical Students Senior Medical Staff Chief Medical Officer Clinical Directors HODs Service Managers Administrative Staff Prevocational Educational Supervisors (PVES) Resident Medical Officers (RMOs) Clinical Directors / Medical Executive Leadership Team Medical Management Unit (MMU) EA to the Chief Medical Officer Medical Staff Prevocational Medical Training 	Relationships External	<ul style="list-style-type: none"> Auckland University Waikato Clinical School Academic Coordinator Advanced Choice of Employment (ACE)
Employment Status	<ul style="list-style-type: none"> 0.6 Medical Student Coordinator 0.3 Admin Support PVES 	Date	July 2024

Primary Purpose(s) of the Position

To provide


1. Ensures all medical students rotating through Te Whatu Ora Lakes hospitals are coordinated in an effective and efficient manner.
2. Delivers an excellent people centered outcome and lives the values and aspirations of Te Whatu Ora Lakes through inspired leadership and effective communication.
3. At all times, demonstrates and fosters a positive image of the Medical Management Unit and Te Whatu Ora Lakes.
4. Supports Te Whatu Ora Lakes vision, values and its District and Annual Plans through providing innovative and pro-active initiatives
5. Administration Support for the Prevocational Education Programme encompassing the following major functions or key result areas:
 - Support and coordination responsibilities to the Prevocational Educational Supervisors.
 - Support the PVES group with the ACE matching process.
 - Admin coordination of the quarterly PHEEM forms.
 - Support and organisation of the Intern orientation week.
 - Organisation of medical education delivery to the RMOs, including evaluation and review of the medical education programme.
 - Admin support for the Prevocational Medical Training committee.
 - Evaluate the Medical Council of New Zealand requirements for the triennial accreditation visit.
 - Privacy & Confidentiality

Key Objectives	Expected Outcomes
Student Placements	<ul style="list-style-type: none"> • Coordinate all Medical Student placements including domestic and overseas elective requests. • Ensure appropriate and timely orientation for the medical students at Te Whatu Ora Lakes. • Liaise with the Auckland University Contracts manager in regard to the buyback of costs for all SMO supervision, teaching and administration of medical students. • Ensure the medical students have an appropriate space for learning and study at Te Whatu Ora Lakes. • Ensure all Auckland University equipment is maintained in good working order and accessible to the medical students. • Liaise with Auckland University and Waikato Clinical School student contacts. • Ensure all student exams and clinical long cases are facilitated appropriately. • Provide a high level of administrative support to the UoA Academic Coordinator at Te Whatu Ora Lakes. • Organises the annual medical student achievement dinner and awards. • Maintain positive relationships with educational providers
Data Administration	<ul style="list-style-type: none"> • Maintains the Te Whatu Ora Lakes student database • Supports the development of systems and processes to meet customer demands. • Completion and provision of monthly medical student reports within 5 working days of the month end
Support and coordination responsibilities to Prevocational Educational Supervisors (PVES)	<ul style="list-style-type: none"> • Provide Administration support as required • Weekly admin support as arises to assist the PVES group with paperwork and interactions with the intern group. Allocation of Interns to individual PVES. Allocation of MCNZ claims of each intern. Wednesday meeting allocations. Other admin in addition and not limited to the listed jobs. • Admin support for the PVES meetings. The meeting should be booked, coordinating between all PVES team. Room booked. Attendees to be invited. The agenda should be pre-set and zoom links emailed out if required. • Attend the meeting. Writing the minutes from the meeting. These should be emailed out, with adjustments made as required and stored via S drive.

Key Objectives	Expected Outcomes
	<ul style="list-style-type: none"> • Coordination of Intern end of run requirements. Email the Interns reminders about the end of run requirements, including PHEEM link. Book each of the PVES and Intern end of run meetings. • Monitor RMO progress via the Medical Council (MCNZ) e-Port, keeping the relevant PVES advised. • Support the PVES with the ACE matching process for post graduate year one doctors
<p>Coordination of the PHEEM survey</p>	<p>Distribution and recording Intern PHEEM surveys, including input into survey database and dissemination of survey results.</p> <ul style="list-style-type: none"> • PHEEM link emailed with end of run reminder. • PHEEM forms to be downloaded and briefly reviewed at the end of each rotation. Any red flags regarding bullying, sexual harassment or concerning free text comments should be raised immediately with the PVES group. • An annual in depth analysis of PHEEM data using EXCEL/ PowerPoint. • A power point presentation should be created and presented to Prevocational medical training committee
<p>Intern Orientation Week</p>	<p>Organise the Intern orientation week alongside the Medical Management Unit</p> <ul style="list-style-type: none"> • Plan the orientation program, book rooms, speakers, prizes, catering and supplies. Attend the Orientation week. • Organisation of the Annual welcome BBQ. • The BBQ date should be set by coordinating among the PVES team. The location organised including shopping and organising supplies. • An email to Interns and PVES to sort the allocation of potluck and supplied food. Email the interns voting sheets for prize giving. Collating the results of these. Purchase prizes. • Attend the BBQ.
<p>Organisation of medical education delivery to RMOs</p>	<p>Evaluate the MCNZ Prevocational Medical Training Programme and make recommendations to the PVES, CMO and Medical Training Committee to ensure the education sessions provided to Interns meet the standards required.</p> <ul style="list-style-type: none"> • Organise the education sessions for Interns, monitoring quality of curriculum delivery and attendance by Interns to ensure compulsory units are achieved, devising strategies to ensure attendance.

Key Objectives	Expected Outcomes
	<ul style="list-style-type: none"> • Liaise with curriculum delivery stakeholders to ensure the programme continues to meet the needs of Interns and the hospital. • Enhance medical education delivery to reflect contemporary learning theories and methodologies. • Ensure the programme will continue to meet MCNZ audit requirements. • The annual teaching roster should be written with support from SMO overseeing the teaching program. • 1 week prior to providing teaching, relevant teachers should be sent an email/ text reminder. • Attendance at teaching should be documented and collated. If a pattern of low attendance by any particular PGY1 is noted, then the PVES should be notified. • Quarterly attendance certificates should be emailed to each intern if achieving expected attendance. • Feedback on each teaching session should be obtained and collated. • Quarterly and annual analysis should be undertaken of the teaching sessions to constantly aim to adjust and improve the overall program. • This would include liaising with, and providing admin support to the Clinical Director of Medical Education and the Consultants supervising the teaching programs. • Prior to the MCNZ triennial accreditation visit, initiate review of the programme and assemble evidence in support.
Admin support for the Prevocational Medical Training Committee	<p>Admin support for the Prevocational Medical Training committee meetings</p> <ul style="list-style-type: none"> • The meeting should be booked, coordinating between all relevant attendees. Room booked. Attendees to be invited. The agenda should be pre-set and zoom links emailed out if required. • Attend the meeting. Writing the minutes from the meeting. These should be emailed out, with adjustments made as required and stored via s drive.
Evaluate the Medical Council of New Zealand requirements for the triennial accreditation visit	<ul style="list-style-type: none"> • Admin support of the Accreditation process including (but not limited to) meetings, minutes, allocating tasks and collating the accreditation document. • Support with allocation and completing required and recommended tasks outlined by the MCNZ.
Relationship Management	Develops and maintains relationships and networks with education providers and Lakes staff.

Key Objectives	Expected Outcomes
	<ul style="list-style-type: none"> Maintains effective relationships with university staff to ensure a seamless interface of systems and processes that may impact on medical student data and information. Maintains effective communication and relationships with MMU staff to ensure any change in process, policy and/or legislation for medical students is managed and implemented effectively. Professionalism is maintained at all times when dealing with external agencies. Develops excellent relationships with SMOs involved in student teaching.
Fiscal/Budget/Cost Management	<ul style="list-style-type: none"> Regular and timely liaison with service manager to identify and forecast and financial risks and to explain variances
Contractual Issues	<ul style="list-style-type: none"> Service level agreement provisions are known and correctly administered.

Key Objectives	Description	Expected Outcomes
<p>Communication and Personal Interaction</p> <p>Te Ringa Hora</p>  <p><i>the open hand (denoting someone who is sociable)</i></p>	<p>Openly communicates and cooperates with all levels of Health New Zealand – Lakes (Lakes) employees, patients and visitors.</p>	<ul style="list-style-type: none"> Listens actively, absorbs message and responds appropriately. Builds effective working relationships. Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation. Openly and constructively participates in conversations with md team, patients, managers and visitors. Patients and visitors are appropriately welcomed and treated while within Health New Zealand – Lakes. Collegiality with team mates and multi-disciplinary teams. Accepts differences of opinion can occur but these happen respectfully and without any continued animosity
<p>Strategy & Performance</p> <p>Te Ringa Raupā</p>	<p>Spends energy on delivering role requirements and meeting objectives.</p>	<ul style="list-style-type: none"> Has an energetic approach to work and is self-motivated. Accepts direction and instruction of manager but is able to work effectively without direction or guidance. Organises time and resources effectively. Understands and work towards achievement of the organisation's goals.

Key Objectives

Expected Outcomes

Te Ringa Raupā



***the roughened hand
(symbolising a hard worker)***

Organises own time to deliver on required tasks and duties.

Development and Change

Te Ringa Ahuahu



Te Ringa Ahuahu

***the hand that shapes or
fashions something (refers to
someone who is innovative)***

Accepts change in day to day practices and contributes to decision making of the team.

- Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.

Makes suggestions to increase efficiency of the unit.

- Works with managers and team to make any changes within practices work.
- Contributes to change processes, offering solution based ideas.
- Constructively makes suggestions to improve process or practices and gain efficiencies.
- Accepts when ideas are not accepted for implementation.

Personal Accountability

Te Ringa Tōmau



Te Ringa Tōmau

the hand that is trustworthy

Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.

- Offers constructive criticism and accepts feedback.
- Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situations, to allow improvements to be made.
- Accepts all feedback and participates in feedback discussions appropriately.
- Responds and queries how improvements can be made.
- Advises manager wherever issues may be impacting on performance.

Looks for and undertakes development activities appropriate for role and career development.

- Recognises areas that could be improved in own practice.
- Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made.
- Recognises and facilitates the rights of Māori clients and their whanau to participate in cultural activities.
- Has a working knowledge of Health New Zealand – Lakes Māori communities.

Key Objectives

Expected Outcomes

Culture and Values

Te Ringa Taurima



*the hand that nurtures,
encourages, supports*

Operates in line with Lakes values and expectations and professional codes of conduct.

- Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/ customers/ colleagues.
- Incorporates the Lakes Way into day to day business activities.
- Shows respect for patients, colleagues, managers, multi-disciplinary teams.
- Utilises the Lakes Way philosophy to engage with patients, visitors and multi-disciplinary teams.

Compulsory Requirements

Expected Outcomes

Māori Health

Māori philosophies and values of health are demonstrated in work practice.

- Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Lakes Maori Health division in the planning and delivery of services.
- 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.
- 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 Iti Kahurangi

The Lakes Way, Our Place Our Culture.

- Works within the Te Iti Kahurangi framework and supporting guide document.

Record Keeping

- Complies with the Lakes Corporate Records Management policy to create and maintain full and accurate records.

Compulsory Requirements Expected Outcomes

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.

- 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.

- 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

- Proven professional credibility.
- Ability to function as a multidisciplinary team member.
- Role model including being a nonsmoker.
- Demonstrates cultural safety in practice.
- Demonstrated commitment to own professional development.
- Ability to meet defined timeframes and to be self-directed.
- Has good command of conversational and written English

Experience

- Involvement with Quality Assurance or Continuous Improvement
- Involvement in programmes including audit programmes and peer review
- Has keyboard skills and is computer literate

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.

Skills

- Pronunciation of Te Reo Māori words and names.
- Te Reo Māori.
- Excellent communication and interpersonal skills.

Personal Attributes

- Self-motivated and uses initiative.
- Honest and reliable.
- Ability to work in a team environment.
- Ability to work under pressure and adapt to changes in a demanding work environment.
- Ability to maintain a calm disposition under pressure.
- Ability to escalate concerns and seek assistance.
- Accepts direction and delegation.



About Health New Zealand – Lakes

At 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 and community wellbeing.

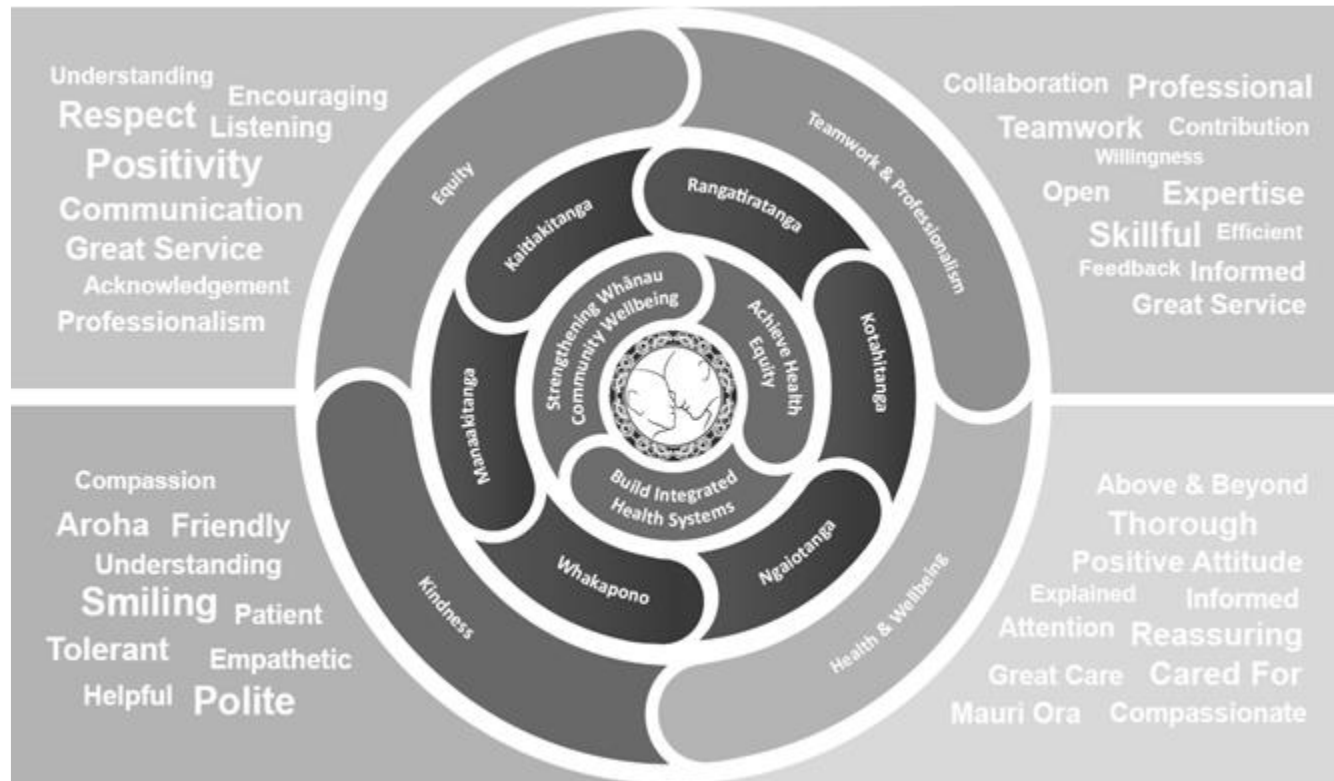
Three Core Values

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

