Te Whatu Ora
Health New Zealand
Hauora a Toi Bay of Plenty

Position Description

Position Title	SMO Administration Support – 0.5 FTE Whakatane based
Service Group	Medical Directorate
Team	Medical Staffing Unit
Report to	Medical Staffing Unit District Co-Ordinator
Direct Reports	n/a
Authority Level	n/a

Hauora a Toi Bay of Plenty fundamental purpose is to work within the resources allocated to it, to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

Vision: Healthy, thriving communities.
Mission: Enabling communities to achieve
Our Values: Compassion, All-one-team, Responsive, Excellence

CARE
Manaakitanga

Hauora a Toi Bay of Plenty is committed to the Treaty of Waitangi principles of Partnership, Participation and Protection, and to meaningful engagement in decision-making with Tangata Whenua at strategic, operational and service levels.

Delivering this commitment is through: the implementation of our He Pou Oranga Tangata Whenua Determinants of Health framework: respect for and promotion of our Kawa and Tikanga Māori; ensuring cultural safety; seeking to eliminate disparities in health between Māori and Non Māori.

All staff have a part to play in this commitment.

Ordinary Hours

Normal working hours are 08:00 – 12:00 Monday – Friday, or by negotiation

Primary Purpose

There are 221 FTE Senior Medical Staff (SMOs) employed by Hauora a Toi Bay of Plenty. The medical staffing unit is responsible for 240 RMO FTE across two hospital sites (Tauranga & Whakatane). Responsibilities include:- SMO & RMO recruitment and orientation; roster preparation and management; leave management and the provision of pastrol care for RMOs. This is supported in Whakatane by administrative support to SMOs and Clinical Heads of Departments.

With the exception of Anaesthetics and Radiology rostering, the medical staffing unit provides full administrative functions for 11 different roster groups.

The team consists of 1.0 FTE District Medical Staffing Unit Co-Ordinator; 2.0 FTE Medical Staffing Unit Administrators (Tga); 1.13 FTE Medical Staffing Unit Administrator (Whakatane); 0.5 FTE SMO Administrator (Whakatane); 1.0 FTE SMO/RMO Recruitment administrator (both sites) and 1.0 FTE Rcruitment Onboarding (both sites). Medical staffing units are located at both Tauranga and Whakatane hospital sites.

Key Responsibilities	**Outcomes**
Provides a high level, accurate and confidential administrative support to Medical Directors, HOD's and SMOs for services including preparation of, distribution, transcribing and typing of agendas, minutes and supporting documentation. Typing of all non-clinical correspondence, reports etc.	Medical Directors, HODs & SMO are well support and provided with timely and accurate information
• Maintains and arranges schedules of appointments and meetings for the Departments. This includes preparation of agenda's and pre-meeting documention, taking and transcribing minutes. • Attending meetings as minute taker as required.	Well managed meeting and appointment schedules. Agenda's are prepared in a timely and accurate manner. Minutes are recorded accurately and transcribed/distributed to relevant staff in a timely manner. Action plans for meetings are kept up to date and accurate.
• Mail/Correspondence	All incoming correspondence is distributed appropriately.
• Monitors accreditation processes and approvals for Whakatane SMOs Maintains database of SMO Annual Practising Certification due dates; Indemnity cover and where appropriate, NZ Immigration visa requirements.	All Whakatatane SMO's meet regulatory requirements
• General Administration	Maintenance of office and information systems. Other administration duties are carried out to a high standard including, but not limited to: file management, stationery ordering,

	Oracle (NOS), Conners, Oximetries, typing, spreadsheets, tracking and culling of medical files and other administrative duties as required. Responds appropriately to enquires and issues on where appropriate. Upkeep of databases – accurate and time data entry. Other tasks as determined by the District Medical Directors and HODs.
• Manage, edit and publish the Weekly teaching calendars for RMOs, in consultation with Educational Supervisors. Collate attendance data for educational supervisors.	Accurate RMO training records are maintained

Key Relationships	
Internal	**External**
• Your team • Medical Staff • Business and Medical Leaders • People & Capabilities • Payroll • Information Technology • Telephony	• NZ Medical Council • NZ Immigration • Recruitment Agencies

Essential	**Desirable**
• Ability to form excellent relationships with SMO's and RMO's • Attention to detail • Numerical reasoning • Professionalism • Commitment to quality, efficiency and effectiveness • Demonstrate a personal commitment to the Treaty of Waitangi • Previous recruitment and/or HR experience • Advanced computer skills and application	• Experience in a health setting. • Familiar with issues affecting medical staff and hospital management

You agree to demonstrate flexibility and a willingness to perform a variety of tasks to promote and support BOPDHB initiatives.

You are required to meet the Health and Safety at Work Act 2015 requirements as set out in the Hauora a Toi Bay of Plenty Health and Safety policies and protocols. This includes completing successfully any health and safety training provided by the hospital.

You are required to maintain a standard of health which will allow for the performance of all duties and functions of the position. All Hauora a Toi Bay of Plenty sites are smokefree environments.

Position Holders Declaration
I certify that I have read, understand, and agree to this position description.

Name: _____

Signature: _____

Date: _____

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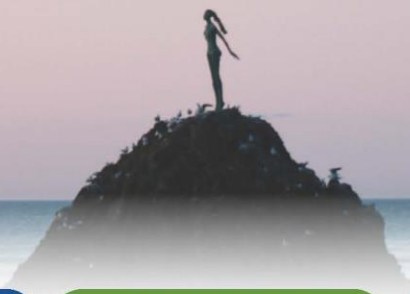
CARE Manaakitanga



Attitudes and behaviours **We want to see**	**Outcome** Everyone we come into contact with will feel...	Attitudes and behaviours **We don't want to see**
Compassion		
Cares about other people. Has empathy and understanding. Is calm and reassuring. Protects people's dignity.	**Cared for and respected**	Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn't act if someone's dignity is suffering.
Treats everyone with respect regardless of their views, role or background. Value differences. Culturally competent.	**Treated with respect and cultural sensitivity**	Disrespectful, judgmental, makes assumptions about people. Gossips or talks behind people's backs. Rough behaviour.
Notices, acknowledges and appreciates people's efforts and achievements, gives praise, making people feel valued.	**Valued and engaged**	Criticises people's efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.
All-one-team		
Shares knowledge and information openly and honestly, clearly explains and updates people on what's happening.	**Clear about what's happening**	Withholds knowledge and information, leaves people confused or in the dark.
Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas.	**Listened to**	Doesn't listen, talks over people, dismisses or puts people down, makes decisions without consultation.
Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.	**Involved in a partnership model**	Doesn't trust or involve people in things that affect them. Excludes, overrides, micro manages.
Responsive		
Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate.	**Positively welcomed**	Ignores people, snappy or aggressive tone of voice or behaviours, 'rushing' and saying "I'm too busy".
Shows kindness. Is attentive to people's needs, supportive, helpful and willing. Often goes the extra mile for people.	**Supported, so they would want to be cared for or work here**	Passes the buck, says "it's not my job", unsupportive, does not take responsibility and leaves work for others.
Respects people's time. Plans ahead and co-operates so things run smoothly. Looks for efficient ways of doing things.	**We are flexible and efficient, and use resources wisely**	Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.
Excellence		
Chooses to take a positive, will-do attitude. Looks for solutions. Uses positive words and actions to good effect.	**Part of a positive culture of high achievement**	A negative attitude, often moaning, complaining or grumpy. Focuses on problems.
Aims for the best results, always learning, developing skills, knowledge, and ways of doing things, and helping others to.	**Things are always improving**	Assumes they know best, resists change, not interested in learning or developing. Happy with 'good enough'.
Consistently follows agreed, safe, best-practice.	**Safe**	Inconsistent, cuts corners, closed to new evidence.
Seeks, welcomes and gives constructive feedback, speaks up when they have a concern, coaches others' behaviour.	**We are role models who are open to feedback**	Blames. Closed to feedback. By not speaking up about poor behaviour or unsafe practice they condone it.

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