

# Statement of Accountability/Position Description

Te whakaturanga ō mahi

<b>Team Name</b>	Radiology Services		
<b>Role Title</b>	Clinical Manager		
<b>Reports to</b>	Business Manager		
<b>Date</b>	08 April 2024	<b>Salary Band</b>	
<b>Location</b>	Waitaha   Canterbury	<b>Department</b>	<b>Radiology Services</b>
<b>Direct Reports</b>	7	<b>Total FTE</b>	<b>1</b>
<b>Budget size</b>	<b>Opex</b>		<b>Capex</b>
<b>Delegated Authority</b>	<b>HR</b>		<b>Finance</b>

## About us

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

## Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

<b>Wairuatanga</b>	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled”.</i>
<b>Rangatiratanga</b>	Ensuring that the health system has leaders at all levels who are here to serve	<i>“As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all”</i>
<b>Whanaungatanga</b>	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and keep each other</i>

		<i>safe. Together we are whānaunga, we are the workforce - kaimahi hauora</i>
<b>Te Korowai Manaaki</b>	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

## Our Service

Health New Zealand | Te Whatu Ora, Waitaha Canterbury Radiology Service provides diagnostic imaging (including nuclear medicine) and interventional radiology services on a 24 hour, seven day a week basis.

It offers primary, secondary and tertiary care services to the people of Canterbury, to a wider South Island and Chatham Islands population, and in some cases to patients from the North Island.

The service operates from sites at Christchurch Hospital campus including the Waipapa building (Emergency, Main, and Interventional Radiology), the Clinical Services building (Parkside Radiology, Nuclear Medicine, Orthopaedic Outpatients) and Christchurch Women's, Burwood, and Ashburton Hospitals.

Health New Zealand/Te Whatu Ora, Waitaha Canterbury Radiology Service also supports the operation of radiology services in the Chatham Islands, Hanmer, and Kaikoura.

The service is an established teaching and training centre with associations with the University of Otago Christchurch School of Medicine, University of Canterbury, Royal Australian and New Zealand College of Radiologists, and Ara Institute of Canterbury. It supports undergraduate and post-graduate medical training. It is responsible for specific training programmes for radiology registrars, medical radiation technologists, and sonographers.

## Our Team Accountability

As a member of the **Waitaha Canterbury Radiology Service**, this role has shared accountability to deliver a patient-centred, quality, safe, right-time diagnostic, and interventional imaging service:

### Expected Outcomes / Activities – Team Specific

- **Engaging** with consumers and staff of Radiology Services in maintaining collaborative practice that fosters partnership in service design and delivery
- **Growing** team leadership capability and clinical practice in Radiology Services and supporting team cultures of respect and justice
- **Ensuring** best practice clinical care and use of resources for consumers and safe workplaces for all staff through ongoing quality improvement initiatives
- **Supporting** the Radiology Services team to deliver quality care to the patients
- **Building** relationships across the health sector to meet the health needs of our population requiring Diagnostic Imaging
- **Communicating** with understanding and expertise in a range of settings and types of activity reflecting competence in leadership and management
- **Delivering** quality care to the consumers of the service and a safe and supportive environment for the staff of the service
- **Contributing** towards best practice and critical evaluation of clinical outcomes
- **Fostering** a collaborative culture and connectedness across the team, organisation and wider health system.

## My Role Responsibilities

**POSITION STATEMENT:** **Clinical Manager** is responsible to work in partnership with the Radiology leadership team and provide effective, efficient and responsible clinical leadership and management of Radiology Service, supporting clinicians and managers to meet their accountabilities around patient service provision, delivery, quality and financial targets, and the overall strategic direction of the wider Health System. The role will also provide day to day management to the clinical team leaders.

Key Outcomes Area	Expected Activities / Performance Indicators – Position Specific
	<ul style="list-style-type: none"> <li>– Providing day to day skills in clinical leadership, continuous quality improvement, and encouraging and actively participating in identifying service development opportunities.</li> <li>– Actively working toward achieving the vision and direction of Radiology service delivery within the wider Health System</li> <li>– Supporting Team Leaders in their accountabilities, which include effective clinical leadership and advocacy for their professional team</li> <li>– Ensuring that systems are in place to enable clinical staff to be involved and accountable for the utilisation of resources, and to support and review standardisation for clinical processes and systems</li> <li>– Maintaining and managing day to day awareness of the costs of service delivery, particularly those relating to outsourcing and delays in service provision that affect bed days and therefore costs etc.</li> <li>– Collaborating on the development of business plans to achieve outcomes that meet contract obligations, quality management and other objectives such as reducing waiting lists and managing patient demand within budgetary frameworks, incorporating strategic direction in major issues affecting the eservice and are supported and developed</li> <li>– Providing feedback to the Business Manager as required, including progress towards objectives in the business plans</li> <li>– Monitoring, reporting and taking corrective action to ensure that clinical standards productivity and service level are appropriately delivered</li> <li>– Monitoring workforce productivity through benchmarking, good practice standards and other key measures</li> <li>– Contributing to the wider organisations’ goals and objectives</li> <li>– Providing line management function for clinical team leaders including X-ray, CT, MRI, Ultrasound, Nuclear Medicine, Charge Nurse Manager, Interventional Radiology and the Radiology Team Leader West Coast</li> <li>– Assisting and complementing the Chief of Radiology and Business Manager by providing a focus on communication, integration and consistency of clinical practice across Radiology Service, and by collaboration with the Radiology Clinical and Operational Team (R-Colt) in activities of Radiology Service business</li> <li>– Working with clinical teams to enable transformation of services as per Te Whatu Ora Waitaha   Canterbury vision</li> <li>– Seconding for the Business Manager in his/her absence</li> <li>– Working as part of an interdisciplinary service team, which supports clinicians and managers to meet their accountabilities around patient service provision, financial targets, and the overall strategic direction of the Health System.</li> <li>– Supporting the implementation of the delivery plan to ensure the optimum utilisation of staff and resources to best meet client and</li> </ul>

	<p>service needs, with responsibility potentially extending to supporting recruitment, on-boarding and orientation, and providing advice around appropriate clinical skill mix and rostering.</p> <ul style="list-style-type: none"> <li>– Performing other duties considered to be within the scope of this role as agreed by you and your manager.</li> </ul>
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## My Capability

To be effective and succeed in this role it is expected the person will have proven capabilities against the People Leadership focus:

A person with this leadership focus is someone that either has direct line management responsibilities for team members or coordinates or supervises others. Their core focus is to support, enable and develop our people.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
<b>Cultural Responsiveness</b>	Works proactively with Māori to uphold the principles of Te Tiriti o Waitangi and implements the organisational vision of ensuring equitable outcomes for Māori.
<b>Enhancing People Performance</b>	Improves performance and brings out the best in people; to deliver high quality results for patients.
<b>Enhancing Team Performance</b>	Builds cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.
<b>Achieving Through Others</b>	Effectively delegates and maintains oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
<b>Identifying and Developing Talent</b>	Encourages and support diversity and build the people capability required to deliver outcomes.
<b>Self-Aware</b>	Understands their impact on others and strengthen personal capability over time.
<b>Engaging others</b>	Shows composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
<b>Resilient and Adaptive</b>	Seeks and integrates ideas, information, and different perspectives.
<b>Honest and Courageous</b>	Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

## My Qualifications, Experience, Knowledge, Skills:

You will have:	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>– Demonstrated clinical leadership and management experience with teams/service</li> <li>– Demonstrated excellent interpersonal skills including communication, negotiation and conflict resolution across all disciplines and occupational groups</li> <li>– Excellent administrative, organisational and time management skills</li> </ul>
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- Have the vision and ability to accommodate and lead change
- Experience in quality improvement and innovation
- Be computer literate and a competent user of the Microsoft Office Suite including MS Teams

**Desired**

- Change management knowledge and experience
- Experience in managing multiple teams in a large organisation
- Experience in Healthcare
- Experience and knowledge of Radiology Services

## Key Relationships to Nurture

Internal	External
- Direct Reports	- Patients and Whānau
- Radiology Leadership team	- Community Referred Radiology
- Scientific and Technical Leadership team	- Other Health Care Providers and Health related Groups
- Union Delegates	- Stakeholders within other Districts and Regions
- Supporting Enabling Services, not limited to Finance, P&C, Procurement, Commissioning, Data and Digital etc..	- Vendors and representatives
- Other Clinical and Operational Leaders and staff	- Statutory Organisation

*This Position Description/Statement of Accountability is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*