

STATEMENT OF ACCOUNTABILITY

Coordinator - Kaiawhina for Medical Credentialing

TEAM

Office of the Chief Medical Officer – Te Whata Ora – Waitaha Canterbury

ROLE TITLE

Coordinator Kaiawhina for Medical Credentialing - Office of the Chief Medical Officer (OCMO)

REPORTS TO

Administration Team Leader

OUR CULTURE

At Health NZ Te Whatu Ora, we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

OUR TEAM ACCOUNTABILITY

As a member of the Office of the Chief Medical Officer, this role has shared accountability for:

- **Provide** necessary support to the Office of the Chief Medical Officer.
- **Maintain** strict levels of consumer confidentiality at all times.
- **Foster** a collaborative culture and connectedness across the team, organisation and wider health system.
- **Engage** with the wider teams and related internal and external stakeholders to effectively manage work and activity.
- **Utilise** and provide feedback on the national and local systems and practices to improve overall long-term delivery.
- **Contribute** to the Wellbeing, Health and Safety of the team.

MY ROLE RESPONSIBILITY

The Coordinator is responsible for supporting the work by the Credentialing Board as laid out by the Ministry of Health. This coordination role covers a variety of administration activities, coordination and support of any activity associated with the delivery of the needs of the Chair of the Credentialing Board.

Specifically, the role is responsible for:

- Coordination of the Credentialing process, in conjunction with the Chair of the Credentialing board to co-ordinate the Credentialing of all Senior Medical and Dental Staff within the CDHB including University Appointees and Medical Contractors. Co-ordinating of the required number of hospital services (within the 54 we have) for a full credentialing report and physical visit from the Chair or Deputy Chair and full written report as set out by the Medical Council of NZ and Ministry of Health/HNZ. This will depend on the year but is usually 7 – 10 services a year. This will include coordinating with the consumer representative and outside College representative.
- Demonstrating respect and empathy toward patients, their families and other members of the team.
- Undertaking other duties as may reasonably be expected with regard to the position

MY CAPABILITY

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

A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

- **Cultural Awareness** – Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
- **Self-Aware** – Understands their impact on others and strengthen personal capability over time.
- **Engaging others** – Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** – Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** – Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** – Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** – Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** – Seeks and integrates ideas, information, and different perspectives.

Qualifications, experience, knowledge and skills:

Essential

- Previous experience working in a busy customer facing administrative and/or coordination role within Health if possible.
- Extensive understanding and experience with Microsoft Teams for managing information.
- A full understanding of medical terminology or a practicing certificate within health.
- Strong computer skills and proficient ability to use Microsoft Office Suite, and proven ability to learn and adapt to new systems quickly. Microsoft Visio a bonus.
- Ability to manage timelines across a large number of reports that will be concluding at the same time, while juggling competing priorities and deadlines while staying professional and communicating to stakeholders on these timelines.
- Ability to communicate to various stakeholders and tailoring communications depending if they are medical or not to ensure a full understanding of the communication.
- Ability to self manage, but also escalate when required
- Ability to achieve outcomes within deadlines
- Knowledge of or willingness to develop an understanding of Te Tiriti o Waitangi and how the principles apply to health research.

Desirable

- Understanding of operational processes for service delivery in a large organisation.
- Demonstrated ability to troubleshoot issues and work to deadlines within a pressured environment
- Proven ability to be agile and responsive to problem solving in a high pressured environment

MY RELATIONSHIPS TO NURTURE

Internal

- Relevant Te Whatu Ora Waitaha internal stakeholders

External

- Internal Departments within the Health Service of Waitaha
- Other relevant organisations and NGO's, Māori and community providers, disability advocates

OUR WELLBEING, HEALTH AND SAFETY

At Health NZ, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work. We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.