

## POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

**The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies**

<b>Position Title:</b>	<b>Resident Doctor Administrator</b>
<b>Operational Reporting:</b>	<b>Team Leader, Resident Doctors' Support Team</b>
<b>Key Relationships/ Customers</b>	<p><b>Internal relationships</b></p> <ul style="list-style-type: none"> <li>• Resident Doctors Support Team</li> <li>• Resident Medical Officers</li> <li>• Medical Education Training Unit (METU)</li> <li>• Service Managers, Clinical Directors and Consultants</li> <li>• People and Capability staff</li> <li>• Security &amp; ID Badge Office</li> <li>• Service Desk and ISG</li> <li>• Car-Parking Department</li> <li>• Telephone Office</li> <li>• Wellfood</li> <li>• Medical &amp; Surgical Department Administrative Staff</li> <li>• Service Desk</li> <li>• Clinical Team Coordinators</li> <li>• Other internal staff</li> </ul> <p><b>External relationships</b></p> <ul style="list-style-type: none"> <li>• NZ Resident Doctors' Association</li> <li>• STONZ</li> <li>• Orbit</li> <li>• Insurance providers</li> <li>• Medical Council of New Zealand</li> <li>• Immigration New Zealand</li> <li>• Other District Health Boards</li> </ul>
<b>Organisational Vision:</b>	<ul style="list-style-type: none"> <li>• The Canterbury District Health Board's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.</li> </ul>
<b>Organisational Values</b>	<p>The Canterbury DHB is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving of our vision, goals and objectives of the DHB are the values of the organisation:</p> <ul style="list-style-type: none"> <li>• Care &amp; respect for others</li> <li>• Integrity in all we do</li> <li>• Responsibility for outcomes</li> </ul>

<b>Role Purpose</b>	<p>As part of the Resident Doctors Support Team (RDST), the Resident Doctor Roster Administrator is responsible for developing and implementing quality administrative practices to support the Resident Doctor workforce.</p> <p>The key deliverables include:</p> <ul style="list-style-type: none"> <li>• Providing administrative support for the coordination of the RMO workforce including but not limited to roster administration and updating leave records.</li> <li>• Providing first point of contact to RMOs and visitors to the RDST office</li> <li>• Providing high quality customer service in interactions with RMOs, internal and external stakeholders</li> <li>• Contribute to the effective administrative processes of the RDST</li> <li>• Ensure quality and streamlined administrative systems are in place and maintained</li> <li>• Identify, develop and implement improvement opportunities</li> <li>• Ensure day to day administration is managed efficiently and accurately</li> </ul>
<b>Complexity</b>	<p>Most challenging duties typically undertaken or most complex problems solved: Administrative demands for 24/7 workforce</p> <ul style="list-style-type: none"> <li>• Meeting registration and Medical Council, and Immigration NZ administrative requirements</li> <li>• Processing sick calls for the RMO workforce and low-level roster transacting</li> <li>• Triaging and distributing MAX cases</li> <li>• Microster data entry</li> <li>• PA duties for Team Leader as required</li> <li>• Processing training related expense claims and direct payments</li> <li>• Raising purchase orders</li> <li>• Administrative oversight of RDST intranet</li> <li>• Processing MEL forms and booking of RMO travel</li> <li>• Continually improving the way of working to meet the technological needs of the Resident Doctor workforce</li> </ul>

**Responsible for accurate data entry and reporting on Resident Doctor activity****Data Entry**

- Maintain timely and accurate data of RMO activity including but not limited to:
- Sick leave
- Medical Education leave and costs
- People & Capability and Payroll
- Additional duty activity
- Status of practising certificates, work permits and indemnity insurance
- Entry into Microster
- Assist with processing of exception payments
- Processing sick calls
- Purchase orders

**Reporting**

- Assist with administration of run reviews
- Prepare leave reports for proactive leave management
- Payroll audits to ensure correct remuneration of RMOs
- Preparing certificates of service and records of training for RMOs

**Day to day General Administrative Support**

- Quality administrative systems are supported utilising technology and electronic systems in the management of personnel files and related administrative processes
- Lead various administrative projects and administrative quality improvement as required
- Data system and roster integrity is maintained and information kept current
- Administrative support is provided to the team leader, service development manager and coordinators
- Good working relationships are developed and maintained with other teams within the CDHB
- Exceptional and efficient customer service is provided to internal and external stakeholders
- Oracle purchase orders for RMO relocations, training expenses and RDST stationary
- Managing RDST queries through the RDST inbox, phone lines and RMOs walking in with questions

**Communication and Information**

- Use appropriate methods to communicate information with RMOs, managers, clinical leaders and other internal/external stakeholders in a timely way.
- Maintain current information, documentation and publications for RMOs on the RDST Intranet site and other environments.
- Coordinate maintenance of the RDST intranet site
- Assist with gathering information of RMO run preferences
- Communicating RMO staffing changes to the team and wider internal/external stakeholders
- Prepare records of service for Resident Doctors as required
- Assist with the advertising of RMO shift vacancies as required
- Communicate sick calls to internal stakeholders

**Other duties are undertaken as reasonably directed**

- Other duties are undertaken as reasonably directed by the RDST Team Leader. At times this may include taking responsibility for tasks across the wider Canterbury and West Coast District Health Boards.

Health & Safety
<ul style="list-style-type: none"> <li>• Observe all Canterbury DHB safe work procedures and instructions</li> <li>• Ensure your own safety and that of others</li> <li>• Report any hazards or potential hazard immediately</li> <li>• Use all protective equipment and wear protective clothing provided</li> <li>• Make unsafe work situations safe or, if they cannot, inform your supervisor or manager</li> <li>• Co-operate with the monitoring of workplace hazards and employees health</li> <li>• Ensure that all accidents or incidents are promptly reported to your manager</li> <li>• Report early any pain or discomfort</li> <li>• Take an active role in the Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work</li> <li>• Seek advice from your manager if you are unsure of any work practice</li> </ul>
Quality
<ul style="list-style-type: none"> <li>• Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.</li> </ul>

#### **PERSON SPECIFICATION:**

Personal Attributes
<ul style="list-style-type: none"> <li>• Highly-developed interpersonal skills, with the ability to establish collaborative working relationships</li> <li>• Highly competent communicator who can express ideas logically and convincingly in simple, clear language, both written and verbally</li> <li>• Strong organisational skills, with the ability to multi-task, and plan and prepare for outcomes on the basis of priority</li> <li>• Accepts responsibility for actions</li> <li>• A client focus for both internal and external stakeholders</li> <li>• A working understanding of the Treaty of Waitangi, and demonstrated commitment to bi-culturalism</li> <li>• Initiative and ability to work under pressure</li> <li>• Commitment to adopting and operation good employer policies and practices</li> </ul>
Quality
<p>Essential</p> <ul style="list-style-type: none"> <li>• Microsoft office suite experience with the ability to develop and learn new skills as new software programmes and systems are introduced</li> <li>• Able to think logically and streamline administrative processes</li> <li>• Attention to detail</li> <li>• Excellent communicator with the ability to relate to customers in a courteous, helpful and compassionate manner</li> <li>• Proven ability to develop and grow relationships with internal and external stakeholders</li> <li>• Exceptional customer service skills</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Business or administrative qualification</li> <li>• Experience with Information systems such as PCIS, payroll</li> <li>• Familiarity of the NZRDA and STONZ MECA</li> <li>• Knowledge of the health and disability sector</li> </ul>

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.