

Position Description | Te whakaturanga o mahi Health New Zealand | Te Whatu Ora

Title	Resident Doctor Coordinator			
Reports to	RMO Workforce Manager			
Location	Christchurch Campus			
Department	Resident Doctors Support Team (RDST)			
Direct Reports	N/A		Total FTE	1 FTE
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	15/04/2026			
Job band (indicative)	PSA Administration			

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

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – 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.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

The Resident Doctor Coordinator (Medical, Surgical & Specialities & Community) will be responsible for the effective coordination of the Resident Doctor workforce on a daily basis, including but not limited to rostering, leave management, advice about recruitment, advice about training and career paths, run allocations and contractual issues. The purpose is to ensure support for Resident Medical Officers (RMOs) and support for services in relation to RMO staffing.

Key deliverables include:

- Planning, developing and coordinating rosters
- Supporting CDHB services and primary care settings where RMOs work
- Support for services and Medical Education & Training Unit regarding sharing of information about RMOs and their training
- Compliance with the NZ Resident Doctors Association MECA, SToNZ MECA and legislation
- Participation in workforce planning in collaboration with CDHB clinical leaders and management.
- Providing accurate information to RMO's regarding employment related matters

- Present at RMO orientation
 - Ensuring services are appropriately resourced with RMOs.
This includes workforce prioritisation
 - Coordinating multiple 24/7 rosters
 - Contingency planning with services when there are roster absences
 - Compliance with the NZRDA & SToNZ MECA and other legislation
 - Pastoral care and support to RMOs
 - Managing RMOs leave and managing reliever requirements and allocation
 - Attend & facilitate run selection meetings
 - Coordinate & allocate RMO run allocations for each RMO year based off career path information, training requirements and RMO preferences.
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Key Result Area	Expected Outcomes / Performance Indicators
Operational	<ul style="list-style-type: none"> • Produce accurate MECA compliant rosters that meet operational needs • Maintain accurate run allocations at all times • Active management and reporting of RMO leave (sick, annual, medical education, other) • Coordination of the relief pool and extra duties to cover leave • Contingency planning relating to roster cover issues. • Escalating as appropriate to the Service Manager on call and to the RDST Team Leader and other service representatives • Early identification of roster issues and escalation and proactive discussion/planning with services on strategies
Development	<ul style="list-style-type: none"> • Working with services and RMOs to develop efficient MECA compliant rosters • Provide advice and assistance to services inclusive of Service Managers, Clinical Directors and service representatives that produce and coordinate their own rosters • Develop and maintain solid and effective working relationships with the RMOs and services in order to achieve the maximum efficiency of the rostering process and design service specific solutions
Data	<ul style="list-style-type: none"> • Manage RMO activity including but not limited to: Sick leave, ACC Leave, Parental Leave & Leave Without Pay • Initiation of exception payments within delegated authority • Action & report changes to P&C related to category changes, new starts, terminations etc.
Reporting	<ul style="list-style-type: none"> • Manage & resolve staff changes as well as coordinating run allocations. • Action leave reports for proactive leave management

	<ul style="list-style-type: none"> • Report & communicate roster gap information for planning and analysis • Proactively monitor HR reports • Payroll audits to ensure correct remuneration of RMOs • Assist with administration of run reviews & implement all payroll changes
Operational Planning	<ul style="list-style-type: none"> • Assist with the projection of recruitment needs throughout the year by ensuring accurate data in the run allocations template. • Keep departments informed of RMO changes in a timely manner • Monitor Resident Doctor movements between departments for training requirements • Manage RMO run allocations including but not limited to; Transacting run allocations • Understand the complexities of the RMO workforce and individual RMOs needs from an employment and training perspective and be able to communicate this with services to ensure the best support for RMOs and best outcomes for services.
RMO Wellbeing	<ul style="list-style-type: none"> • Supporting RMOs with pastoral needs. This includes roster modifications where needed in liaison with METU & Training Supervisors. • Provide advice to RMOs with regard to payroll enquiries and where appropriate action the correction of any issues • Provide advice to RMOs and services about their MECA and relevant legislation
Medical Workforce compliance	<ul style="list-style-type: none"> • Maintain accurate records and documentation of RMO regulatory requirements such as current annual practising certificates, working permit status, indemnity insurance & MRSA. Advise the RDST Team Leader and service representatives of any issues. • Enforce compliance with legislation including the Vulnerable Children's Act.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity.

	<ul style="list-style-type: none"> • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are followed. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Relationships

External	Internal
<ul style="list-style-type: none"> • RMO unions • RDSS • MCNZ • Immigration New Zealand 	<ul style="list-style-type: none"> • Resident Medical Officers • Service Managers • Finance Managers • Clinical Directors • Senior Medical Officers • Educational Supervisors • METU • People & Capability Staff

- Security & ID Badge Office
- Car-Parking Department

About you – to succeed in this role

You will have

Essential:

- Strong coordination and scheduling skills gained through hands on work with rostering, planning, project management or similar
- Microsoft office suite experience with the ability to develop and learn new skills as new software programs and systems are introduced
- Excellent communicator with the ability to relate to customers in a courteous, helpful and compassionate manner and with the ability to influence and gain confidence of senior leadership and key stakeholders
- Proven ability to develop and grow relationships with internal and external stakeholders.

Desired:

- Tertiary qualification in human resources, health or health field
- Experience with Information systems such as HRIS, payroll, electronic rosters
- Familiarity of the NZRDA & STONZ MECA
- Knowledge of the health and disability sector
- Knowledge of the basic principles of quality improvement

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.

- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description 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.