

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Resident Doctor Coordinator			
Reports to	Operations Team Leader			
Location	Christchurch			
Department	RDST Resident Doctor Support Team			
Direct Reports	0		Total FTE	1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	27/08/2026			
Salary band (indicative)ⁱ	SP			
Children's Worker roleⁱⁱ	No			

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

As a Resident Doctor Coordinator, you will oversee the daily coordination of our RMO workforce. Your responsibilities will include rostering, leave management, recruitment advice, career guidance, run allocations, and ensuring compliance with contractual obligations. This role ensures that RMOs are supported in their employment and training while maintaining seamless staffing for our services.

Key Responsibilities:

Key Result Area	Expected Outcomes / Performance Indicators
Operational Management:	- Develop and maintain SECA-compliant rosters to meet operational needs. - Manage run allocations and actively report on RMO leave, including sick leave, medical education leave, and other types. - Coordinate relief pools and extra duties for leave coverage. - Address roster cover issues through contingency planning and escalate concerns as needed. - Participate in the weekly sick call roster 1:5

Development & Advisory:	• Collaborate with RMOs and services to create efficient, compliant rosters. • Provide expert advice to Service Managers, Clinical Directors, and other stakeholders. • Foster strong relationships with RMOs to optimize the rostering process.
Data Management & Reporting:	• Accurately track and manage RMO activity, including leave, claims, and payroll-related adjustments. • Ensure compliance with practicing certificates, work permits, and indemnity insurance requirements. • Produce detailed reports to support planning and analysis.
RMO Support & Wellbeing:	• Address RMOs' pastoral needs, including roster adjustments and career guidance. • Assist with payroll inquiries and ensure timely resolution of issues. • Promote a positive working environment and wellbeing for RMOs.
Compliance & Communication:	• Ensure compliance with NZRDA and STONZ SECA agreements and relevant legislation. • Maintain up-to-date information and documentation for RMOs. • Serve as a liaison with internal and external stakeholders, including unions and training units.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • 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	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.

	• 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.
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About the Team/Service/ Location

The team is located on Christchurch Campus. A team of 13 working with Resident Medical Officers from the start of employment with recruitment through to the end when they commence as Senior Medical Officers.

For more information on living and working in Christchurch click [here](#)

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [insert other matters which must be referred]

Relationships

External	Internal
• STONZ • NZRDA • Medical Council of New Zealand • Immigration New Zealand • Other Health New Zealand Districts • Primary care providers in the Canterbury Health System • Primary Health Care Organisations	• Resident Medical Officers • Operations and Service Managers • Canterbury District Finance Managers • Clinical Directors and Senior Medical Officers • Nursing Directors and Charge Nurse Managers • Medical Education & Training Unit and Educational Supervisors • People & Capability Staff • Security & ID Badge Office • Car-Parking Department • Telephone Office • Wellfood • Medical & Surgical Department Administrative Staff • Service Desk • Clinical Team Coordinators •

About you – to succeed in this role

You will have

Essential:

- Proven coordination and scheduling experience, preferably with rostering or project management.
- Proficiency in Microsoft Excel and the ability to learn new systems quickly.
- Excellent communication and interpersonal skills to build relationships with diverse stakeholders.
- Strong analytical skills and attention to detail.

Desired:

- A tertiary qualification in human resources, healthcare, or a related field.
- Familiarity with NZRDA & STONZ MECA agreements and the health sector.
- Experience with HRIS, payroll systems, or electronic rostering tools.
- Knowledge of quality improvement principles.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
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Desired:

- [Demonstrate ...]

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.