

POSITION DESCRIPTION

**Senior Medical Officer for
OTORHINOLARYNGOLOGY (General)**

This position is considered a **Core Children's Worker** and will be subject to safety checking as part of the Vulnerable Children Act 2014

Position Holder's Name:

Position Holder's Signature:

Manager/Supervisor's Name:

Manager/Supervisor's Signature:

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Health NZ Te Whatu Ora Counties Manukau			



Our Strategic Goal

We care about achieving health equity for our community.

Together, the Counties Manukau health system will work with others to achieve equity in key health indicators for Māori, Pacific and communities with health disparities.

We will measure the impact we have on healthy life years every year. This is our commitment to act and be deliberate in our choices and priorities.

This means that people will live longer healthier lives in the community.

Our Shared Values

Kind

Care for other people's wellbeing.

Excellent

Safe, professional, always improving.

Valuing everyone

Make everyone feel welcome and valued.

Together

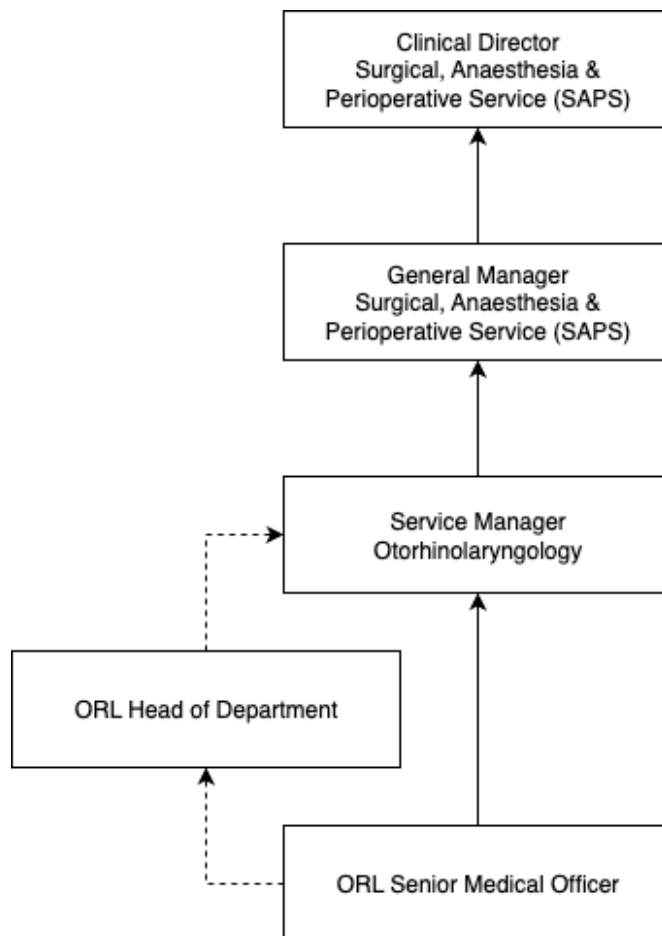
Include everyone as part of the team.



PURPOSE OF THE POSITION

- To provide specialist General Otorhinolaryngology (ORL) care and support to the population of Counties Manukau (CM).
- To provide continuity and service to the existing ORL sub-specialties at Counties Manukau (i.e. head and neck, paediatric, rhinology and otology included).
- To promote best practice management of ORL.
- To review, develop and implement professional medical standards of ORL practice and competence in the ambulatory and inpatient settings at CM District.

PLACE IN THE ORGANISATION



Full Time Equivalent hours

One session is defined as an aggregated total of approximately five hours, being a combination of scheduled activities (e.g. theatre operating sessions, clinics), together with associated service and support clinical work (e.g. finalising dictated clinical documentation, following up and acting on investigations, grading e-Referrals) and non-clinical work (e.g. Departmental Meetings, Morbidity and Mortality Meetings, Clinical Pathway Development).

Sessions are expected to average five hours inclusive of all activities, when averaged over time.

1 FTE equates to eight sessions per week.

NATURE AND SCOPE OF RESPONSIBILITIES

Key Accountabilities	Standards / Achievements
Outpatient Clinics	- Each session is 5 hours Morning session (on-site) 0800-1200 (with the aim of 0830 to see first patient) Afternoon session (on-site) 1230-1630 (with the aim of 1300 to see first patient) 1.5 hours per session set aside for all other clinic related administration e.g. finalisation of clinical documents, e-Referral grading - Activities included as part of these clinics include - Teaching - Consultation with colleagues including Resident Medical Officers (RMOs) - Undertake pre-admission assessments (of patients seen and screened by RMOs) - Discussing diagnosis and treatment options with patients and/or next of kin - Obtaining/checking informed consent - Patient care coordination - Related administrative activities (e.g. signing clinical letters, accepting investigation results, e-Referral grading) - Acute service cover as rostered in conjunction - Outpatient clinics are delivered primarily at Manukau Health Park, with some occurring at the Middlemore Hospital campus or community sites. There may be a requirement for care delivery at other sites across Auckland from time to time. - Hold primary responsibility for assessment and evaluation of patient's health status in order to diagnose, formulate opinions and/or plan treatment regimens. - Remain accountable for sensitive communication with patients, obtaining informed consent, effective communication and liaison with relevant staff for care coordination. - Following Counties Manukau policies and procedures for waitlisting patients. - Active awareness and management of follow-up patient waiting lists together with the Clinical Nurse Manager to ensure all are seen in a clinically acceptable time frame.
Rostered Acute Activities and Regional On-Call	- ORL SMOs are required to be involved in the assessment and management of acute presentations of Counties Manukau domicile patients Monday to Friday (0800-1600). - This is in conjunction with routine sessional requirement during outpatient clinics and theatre sessions as rostered - The SMO is responsible for general oversight of all acute case presentations. This includes reviewing in-patient calls at Middlemore Hospital or Manukau Health Park, Emergency Department referrals and communicating with the Regional On-Call SMO at Auckland for acute transfers. Note: The minimum requirement for the CM ORL department is for at least one consultant and one registrar to be available on-site at Manukau Health Park for acute cover during the hours 0800-1600, Monday to Friday. All other after-hours care are provided by the regional ORL on-call roster. Participation in the regional ORL on-call roster is expected.

Operating Theatre	- Each session is 5 hours Morning session (on-site) 0800-1230 (with the aim of 0830 cutting time) Afternoon session (on-site) 1300-1730 (with the aim of 1330 cutting time) All day session (on-site) 0800-1700 (with the aim of 0830 cutting time) The ORL SMO is responsible for - Obtaining/checking informed consent for the patient - Following CM Surgical Safety Checklist, ensure the team performs key safety checks as a team, good verbal communication in the operating theatre and instil a shared accountability for the outcome of a procedure. - Inter-operative safe clinical management of patients, optimum utilisation of available theatre time, effective communication with ORL and theatre staff. - Early notification of appropriate theatre staff if any special surgical or anaesthetic requirements - Teaching Resident Medical Officers and Fellows - Consultation with colleagues - All related administrative activities (e.g. signing off operation notes, accepting histology results)
Non-Clinical Duties	- Duties that are not directly associated with patient care, but are included in the routine work requirements - Non-Clinical Duties may include but not be limited to - ORL Departmental Meetings (expected attendance) - M&M Meetings (expected attendance) - Resident Medical Officer education - Clinical Pathway Development - Clinical Audits - Research
Grading of Referrals	- All referrals received require grading (prioritisation) - Adhere to Health NZ and Ministry of Health performance indicators - All referrals and types are shared between all SMOs in the department
Professional Responsibilities/Clinical Supervision/Quality Assurance Activities	- Clinical supervision is defined in the broadest sense as general oversight of clinical activities, which may include but not limited to - Oversight/direct supervision of clinical activities - Availability for consultation with other staff - Allocation and review of referrals - Consulting with other specialists - Supervision of follow-up/surveillance programs - Ongoing professional development of ORL staff ORL SMO will participate in adverse event reviews, departmental peer reviews, credentialing and clinical audit programs. ORL department at Counties Manukau includes a General Practitioner with Special Interest (GPwSI) program for the assessment of suitably triaged patients. The SMO may be involved in the training, supervision or oversight to support this program. The SMO will be accountable for ensuring all clinical sessions start on time.

Service Development	• The SMO will contribute (with the Clinical Head) to the development of the range and clinical quality of services provided by CM ORL department, in accord with best practice models and evidence. • Key activities may include but not limited to - Recruitment and orientation of new clinical staff within the service, in partnership with the Head of Department, Clinical Nurse Manager and Service Manager. - Developing clinical audit process and procedures - Displaying clear focus and expectations for performance of clinical staff through development of objectives and goals that reflect best practice and enable the service to meet Business Plan needs and legislative requirements. - Planning future clinical staff human resource need with the Head of Department, Service Manager and General Manager.
Cultural Safety & Diversity Commitment to the principles of Treaty of Waitangi Honouring Diversity	The principles of Te Tiriti o Waitangi, as articulated by the Courts and the Waitangi Tribunal, provide the framework for how we will meet our obligations under Te Tiriti in our day-to-day work. The 2019 Hauora report recommends the following principles for the primary health care system. These principles are applicable to wider health and disability system. The principles that apply to our work are as follows.¹ Tino rangatiratanga: The guarantee of tino rangatiratanga, which provides for Maaori self-determination and mana motuhake in the design, delivery, and monitoring of health and disability services. Equity: The principle of equity, which requires the Crown to commit to achieving equitable health outcomes for Maaori. Active protection: The principle of active protection, which requires the Crown to act, to the fullest extent practicable, to achieve equitable health outcomes for Maaori. This includes ensuring that it, its agents, and its Treaty partner are well informed on the extent, and nature, of both Maaori health outcomes and efforts to achieve Maaori health equity. Options: The principle of options, which requires the Crown to provide for and properly resource kaupapa Maaori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Maaori models of care. Partnership: The principle of partnership, which requires the Crown and Maaori to work in partnership in the governance, design, delivery, and monitoring of health and disability services. Maaori must be co-designers, with the Crown, of the primary health system for Maaori. • Remains focused in the pursuit of Maaori health gain as well as achieving equitable health outcomes for Maaori • Supports tangata whenua/mana whenua led change to deliver mana motuhake and Maaori self-determination in the design, delivery and monitoring of health care • Promotes equitable opportunity for positive health outcomes within the context of Maaori health, including whaanau, tinana, hinengaro, and wairua • Actively supports kaimahi Maaori by improving attraction, recruitment, retention, development, and leadership • Honours the beliefs and values of Maaori patients, staff and communities and the right of Māori to practise tikanga Maaori • Supports the expression of hauora Maaori models of care and maatauranga Maaori

	• Commits to helping all our residents 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 • Holds themselves accountable to providing culturally safe practice. • Dismantles policies, procedures and practices that cause inequity https://www.health.govt.nz/our-work/populations/maori-health/he-korowai-oranga/strengthening-he-korowai-oranga/treaty-waitangi-principles
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COMMUNICATION AND INTERPERSONAL SKILLS

Will be required to interact on a regular basis with a range of Counties Manukau District staff members including:

External	Internal	Committees/Groups
Relevant College Regional Services Primary Care GPwSI Specialists in other districts and private practices Staff & service of other districts	Head of Department Service Manager Clinical Nurse Manager Clinical Nurse Specialists Clinical Nurse Coordinator Nursing team Audiology team Admin/clerical team CM specialties/services Other CM staff	Departmental meetings M&M meetings Multi-disciplinary meetings both locally and regionally Radiology and pathology meetings

Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.

In conflict situations, you will need required to exercise sound judgement, negotiation and persuasiveness skill to facilitate a workable outcome.

PROBLEM COMPLEXITY

Will be regularly challenged by a wide range of clinical situations. There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality customer service.

The range of problems will be diverse and requires initiative and innovative solutions to meet the circumstances of the client. Opportunities will arise to provide innovative options to the client based on clinically proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information. Failure to do so will impact on the organisation in terms of ability to meet contracted outcomes and provide high quality standards of care.

Refer to Head of Department device for advice or second opinion as required.

CONFIDENTIALITY

Discretion is required to be exercised in releasing confidential information to the appropriate parties.

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Health NZ Te Whatu Ora Counties Manukau			

STATUTORY OBLIGATIONS

The ORL SMO is responsible to ensure that procedures involving patients meet statutory requirements and are both ethical and clinically appropriate.

PERFORMANCE ASSESSMENT

The ORL SMO is accountable for his/her own professional development annually through ongoing participation in activities to maintain and enhance standards of practice (e.g. peer review, Continuing Medical Education activities, academic activities, self-audit and appraisal of evidence regarding service provision and patient care).

Attendance for certain activities will be supported by the organisation in accordance with service requirements, with agreement by the Head of Department and Service Manager.

Undertaking of clinical audit and research projects including documentation and publication will be in accord with service direction and agreed with the Head of Department and Service Manager.

DIMENSIONS OF THE POSITION

The ORL SMO will be responsible to the Head of Department and Head of Department for the achievement of agreed objectives and care within the confines of Counties Manukau Health. Where services are provided across Auckland outside of Counties Manukau district, the SMO will also have responsibilities to the same counterparts for ORL Auckland Metro Districts.

AUTHORITIES

Contractual Authority

This role does not have authority to enter into agreements or contracts on behalf of Counties Manukau.

POSITIONS REPORTING IN THIS ROLE (numbers)

Directly (numbers): none

Indirectly (numbers): all clinical and support staff

PERSON SPECIFICATIONS (requirements for the role)

	Minimum	Preferred
Qualifications	• Senior Medical Officer with Medical Council of New Zealand (MCNZ) vocational registration as a specialist • Recognized ORL training program • Holds a medical qualification recognized by MCNZ • Current practicing certificate	
Skills/Knowledge/Behavior	• Competent practitioner in ORL service • Commitment to and demonstrable involvement in auditing, accreditation, credentialing, peer review • Orientation towards serving patients first • Collaborates with team members from all disciplines and professional groupings • Committed to development of ORL service • Actively listens, draws out information from patients and regularly checks their understanding • Empathises with others, considers their needs and feelings • Able to negotiate and resolve disputes amicably • Effective at building relationships with colleagues • Establishes a plan of action and achieves prioritised goals • Manages workload/flow, recognises and addresses barriers and takes account of changing priorities • Sets high standards and strives to achieve stretching goals, displays drive/energy in overcoming obstacles • Proactive and displays initiative • Actively questions old ways of doing things, think outside the box and developments creative, effective solutions to improve outcomes	
Personal Qualities	• Ability to work in a team environment collaborating with colleagues of all disciplines and professional groups • Personal sincerity and integrity • High levels of initiative and motivation, and a willingness to generate quality outputs • Communicates effectively according to the needs of different people • Listens actively to others and responds appropriately • A high standard of personal work ethic and time management skills • Ability to initiate and manage change • Ability to lead a group of people to meet agreed goals • Ability to manage conflict • Ability to meet timeframes • Ability to give constructive feedback to other medical staff in relation to performance • Proven ability to develop potential of others • Manages stress, resilient to change and aware of personal limitations	

HEALTH AND SAFETY ACCOUNTABILITIES (non-management roles)

Health and Safety (H&S) is a key accountability of all Counties Manukau District staff.

All Counties Manukau District Employees are responsible to:

Zero Harm	● Engage in safe workplace practices and take care of the health and safety of themselves, other employees and people in the workplace
Risk Management	● Identify, evaluate and report all hazards and incidents they are aware of in the workplace ● Adhere to apply risk controls, identified in risk assessments, such as 'Safe Operating Procedures' ● Follow safety instructions ● Stop work when there is an immediate risk of serious harm and notify the appropriate manager ● Ensure nothing they do or don't do will cause harm to themselves or others
Safety Management System Requirements	● Understand and follow Counties Manukau District's Occupational Health and Safety policies, Health and Safety regulations, and personal responsibilities as outlined by these policies ● Follow all Occupational Health and Safety policies and procedures
Work Safely	● Report for duty in a fit state, free from the influence of alcohol or other drugs ● Participate in consultation activities regarding matters affecting your health, safety and wellbeing ● Wear the required Personal Protective Equipment when undertaking specific activities, or when in nominated areas ● Operate clinical or plant equipment safely ● Participate in relevant safety training, and maintain safety related competencies ● If relevant to your position, be in possession of required and current Certificates of Competency