

hardygroup

CANDIDATE INFORMATION PACK



**COUNTIES
MANUKAU**
HEALTH

CLINICAL HEAD – GENERAL MEDICINE

COUNTIES MANUKAU DISTRICT HEALTH BOARD



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EXECUTIVE SUMMARY

- Extraordinary Clinical Leadership Opportunity
- Ability to Shape the Future of General Medicine
- Innovative & Values Driven Organisation

Counties Manukau Health District Health Board (Counties Manukau Health), located in South Auckland, NZ enjoys a deserved reputation for the quality of its patient care, & innovative approach to system integration. It now seeks applications from experienced & ambitious Clinical Heads of General Medicine to join the team.

Middlemore Hospital is the main hub for acute care and referral services within Counties Manukau Health. It is an accredited, teaching hospital of Auckland University and caters for most medical and surgical specialties with a catchment area of approximately 550,000 people.

General Medicine has undergone significant change in the last 12 months, including the move to Home Based Wards; reshaping of the 42 bed Medical Assessment Unit (MAU); and development of the Hospital in the Home (HITH). The department includes 37 Consultants and more than 50 Registered Medical Officers split into Home Based Wards with Lead Senior Medical Officers reporting to the Head of Department. The Head of Department also works closely with the Chief Resident. General Medicine has 192 beds (including the 42 bed MAU).

The Clinical Head - General Medicine will be responsible, in collaboration with the Divisional Management Team, for the effective co-ordination of operational activity related to clinical practice within the General Medicine Service, ensuring it is safe, evidence based and customer focused. Reporting to the Director of Medical Services, you will be responsible for the delivery of clinical care, teaching, training, research, quality and management across General Medicine.

A highly accomplished clinical leader in your own right (FRACP or equivalent), with a commitment to leading change to develop a new model of care in the unit, you will contribute significantly to the transformation of the General Medicine Unit at CMDHB. You will continue to provide clinical services; however generous time allocation has been allowed to support the undertaking of your leadership responsibilities.

Applicants must have suitable training and experience in General Medicine and be eligible for vocational registration with the Medical Council of New Zealand. Eligibility can be obtained by visiting www.mcnz.org.nz/

COUNTIES MANUKAU DISTRICT HEALTH BOARD

“We care about achieving health equity for our community”

Counties Manukau Health District Health Board (Counties Manukau Health) provides health and disability services to an estimated 550,000 people who reside in the local authorities of Auckland, Waikato and Hauraki District. Most of the geographical area is served by Counties Manukau Health (CMDHB) is part of the territorial authority (TA) of Auckland Council.

Counties Manukau Health’s shared Vision is to work in partnership with their communities to improve the health status of all, with particular emphasis on Maaori and Pacific peoples and other communities with health disparities. They will do this by leading the development of an improved system of healthcare that is more accessible and better integrated and dedicating themselves to serving patients and communities, by ensuring the delivery of both quality focussed and cost effective healthcare, at the right place, right time and right setting.

Counties Manukau Health Values

Partnership

Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population

Care and Respect

Treating people with respect and dignity, valuing individual and cultural differences and diversity

Professionalism

We will act with integrity and embrace the highest ethical standards

Teamwork

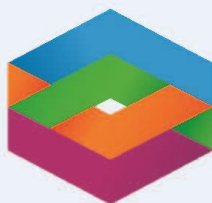
Achieving success by working together and valuing each other’s skills and contributions

Innovation

Constantly seeking and striving for new ideas and solutions

Responsibility

Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions



Healthy Together

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 Maaori, Pacific and communities with health disparities by 2020.

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.



CLINICAL HEAD GENERAL MEDICINE

POSITION PURPOSE

The Clinical Head – General Medicine (Clinical Head) is responsible for providing effective co-ordination of operational activity related to clinical practice within the General Medicine Service ensuring it is safe, evidence based, and customer focussed.

The position will be responsible to the Clinical Director, Medicine and General Manager, Medicine for the achievement of agreed objectives and operates within the confines of Counties Manukau Health.

POSITION SCOPE

The Clinical Head is empowered to make decisions or recommendations relating to departmental development and the day to day department activities. The Clinical Head is encouraged to use initiative and problem-solving skills to develop innovative approaches to issues. Discretion is required to be exercised in releasing confidential information to the appropriate parties.

SELECTION CRITERIA

The Clinical Head will demonstrate expertise in the following key areas:

1. Operational Leadership
2. Coordination of Clinical Activity
3. Strategic Development
4. Human Resource Management
5. Routine Duties
6. Acute Cover Roster
7. Knowledge and Management of Cultural and Health Safety
8. Utilisation of Information Technology

View the Standards and Achievements of the above responsibilities outlined in the [Position Description](#).

QUALIFICATIONS & EXPERIENCE

The incumbent must:

- Hold a FRACP or other qualification that entitles the applicant to vocational qualification as a Physician in General/Internal Medicine or subspecialty
- Have a current practising certificate
- A minimum of 5 years' experience as a Senior Medical Officer within the field General/Internal Medicine

View the specification of the required Skills/Knowledge/Behaviour and Personal Qualities in the [Position Description](#).

CHALLENGES & OPPORTUNITIES

The main challenges associated with the role include:

- Clinical challenges related to increasing demand for General Medicine services, particularly over the Winter period. An opportunity presents to address models of care to better meet the demand challenges.
- Being regularly challenged by a wide range of issues and competing demands. The role experiences frequent ward rounds and a necessity for sharp clinical skills is required. There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality customer service.
- Facing a range of problems that are diverse and that require solutions customised to meet the circumstances of the client. Therefore, opportunities will arise to provide innovative options to the client based on proven outcomes.
- Meeting demands to make deadlines and maintaining accuracy and quality of information. Failure to do so could impact on the organisation in terms of service delivery and patient safety. The Clinical Head will refer to the Clinical Director, Medicine for advice or second opinion.
- Significant opportunity for teaching (teaching hospital).

CANDIDATE INFORMATION PACK

Clinical Head – General Medicine



REPORTING & KEY RELATIONSHIPS

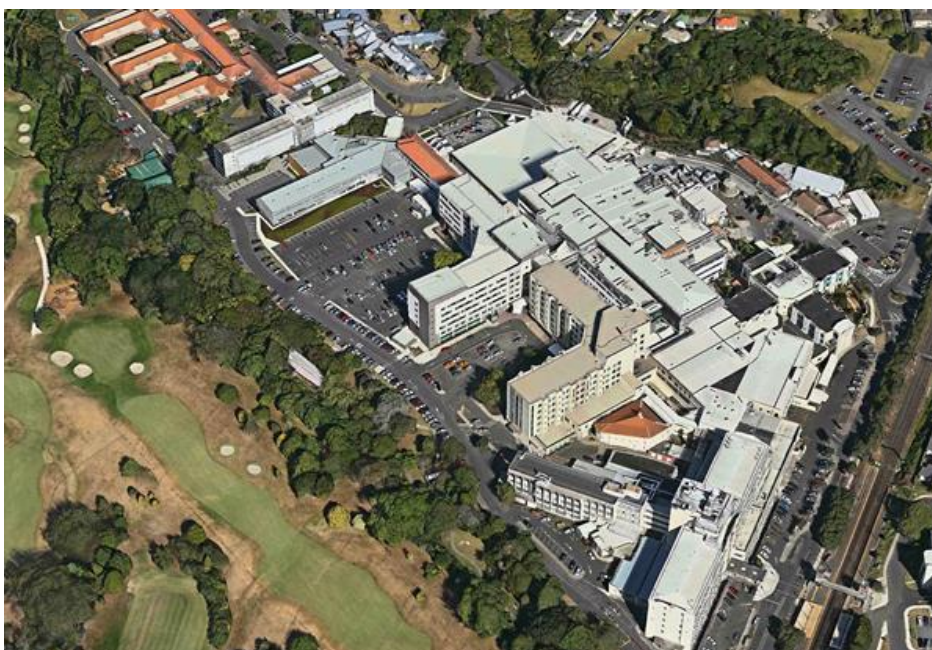
The Clinical Head is responsible to the Clinical Director – Medicine and General Manager –Medicine.

Direct reports include the General Medicine Senior Medical Officers and Resident Medical Officers. Indirect reports include multidisciplinary ward teams and administrative staff (*i.e. who you may give tasks to from time to time*).

View the Counties Manukau staff and members that the Clinical Head will be required to interact with on a regular basis in the [Position Description](#).

KEY DATA

| | |
|------------------|---|
| Staffing | 37 Consultants 50 Resident Medical Officers |
| Patient Beds | 192 in General Medicine |
| Service Location | Middlemore Hospital |
| Useful Links | Position Description Strategic Plan Executive Leadership Team Organisation Chart Counties Manukau Website |



Middlemore Hospital

EMPLOYMENT TERMS & CONDITIONS

REMUNERATION

The remuneration will be paid in accordance with the ASMS MECA senior medical officers. In addition, there are various allowances (e.g. an additional Clinical Head allowance).

ROLE STRUCTURE

0.4 Head of Department

0.6 Clinical / Non-Clinical (inpatient and acute environment)

ON-CALL TERMS

4 months/ 10 weekends per year (Saturday/Sunday)

Shared team and Consultant on call, spread over everyone.

Weekends paid separately.

PRE-EMPLOYMENT PROBITY CHECKS

Information on a person's suitability for appointment is obtained for all appointments. Potential appointees will be asked whether there are any reasons why they should not be appointed such as: Information on a person's criminal history and other associated probity checks will be sought from those candidates whose application has progressed to shortlisting for interview.

Applicants unsure about the definition of disclosable criminal convictions or status of any criminal conviction may wish to seek legal advice in responding to the probity check questions. (A 'disclosable' conviction is one that is recorded by the court and has not been rehabilitated or spent under the Criminal Law (Rehabilitation of Offenders) Act 1986 and, in the case of Commonwealth convictions, the Crimes Act 1914 (Commonwealth), and does not breach the confidentiality provisions of the Youth Justice Act 1992.)

HOW TO APPLY

The closing date for applications is Sunday 7 April 2019

The reference number to include in your application is H19_3008

For a confidential discussion, please contact Principal Consultant, Rhodie Miller:

M: +61 (0)422 816 557

E: rmiller@hardygroupintl.com

Please submit application documentation to Search Coordinator, Anna Brownjohn:

T: +61 (0)409 977 847

E: abrownjohn@hardygroupintl.com

It is standard practice for HardyGroup to acknowledge receipt of your application no later than the next business day. We request that if you do not receive the acknowledgement, you contact the search coordinator listed above as soon as possible after the 24-hour business period and arrange to resend your application if necessary.

Your application must include:

1. [Completed HG Application Form](#)
2. Cover letter addressed to the search consultant;
3. A written response addressing the key selection criteria, found on **page 6**; and
4. An up to date copy of your Curriculum Vitae

REFEREES

You will need to provide details of three (3) professional referees. To do so, complete the relevant fields in the Candidate Profile. You should carefully consider who you select to approach to provide reference advice. Your current manager must be included. It is customary for referee reports to be requested after interview and if you are the preferred candidate, your permission will be requested prior to contacting your referees.

PERSONAL INFORMATION

HG complies with the Privacy Act 1988 (Cth), all applications are treated by HG in strict confidence, however in submitting an application you are extending permission to share your application with the Selection Panel.

Personal Information will be used to assess your suitability for appointment to this position. As part of the selection process, personal information will be dealt with in accordance with HG's Privacy Policy and the Information Privacy Act 2009.



Medical Assessment Unit, Middlemore Hospital



POSITION DESCRIPTION

Clinical Head General Medicine

Date Produced/Reviewed:

Position Holder's Name:

Position Holder's Signature:

Manager/Supervisor's Name:

Manager/Supervisor's Signature:

Date:

| | | | |
|--------------------------------|-----------------------------|---------------------------|------------|
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| Approved by: | GM & CD Medicine | Date First Issued: | |
| Counties Manukau Health | | | |

PURPOSE OF THE POSITION

This position is responsible for providing effective co-ordination of operational activity related to clinical practice within the General Medicine Service ensuring it is safe, evidence based and customer focussed.

Vision & Values

Counties Manukau Health District Health Board (“Counties Manukau Health”) Shared Vision

Our DHB shared Vision is to work in partnership with our communities to improve the health status of all, with particular emphasis on Maaori and Pacific peoples and other communities with health disparities.

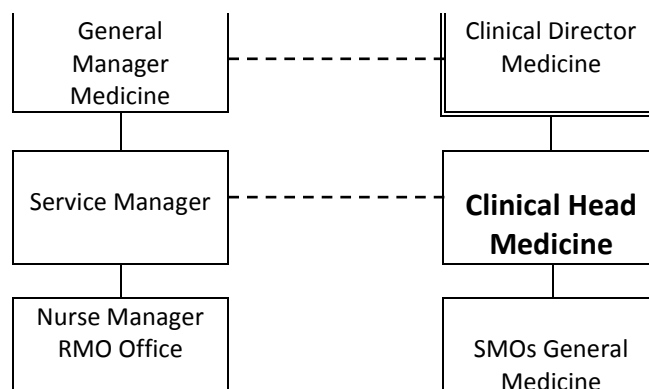
We will do this by leading the development of an improved system of healthcare that is more accessible and better integrated.

We will dedicate ourselves to serving our patients and communities by ensuring the delivery of both quality focussed and cost effective healthcare, at the right place, right time and right setting.

Organisational Values

| | |
|--------------------------------|--|
| <i>Partnership</i> | Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population |
| <i>Care and Respect</i> | Treating people with respect and dignity, valuing individual and cultural differences and diversity |
| <i>Professionalism</i> | We will act with integrity and embrace the highest ethical standards |
| <i>Teamwork</i> | Achieving success by working together and valuing each other’s skills and contributions |
| <i>Innovation</i> | Constantly seeking and striving for new ideas and solutions |
| <i>Responsibility</i> | Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions |

PLACE IN THE ORGANISATION



NATURE AND SCOPE OF RESPONSIBILITIES

| Key Accountability | Standards / Achievements |
|--|--|
| <p>Operational Leadership</p> | <ul style="list-style-type: none"> • Works in partnership with the Clinical Director in implementing operational objectives; • Provides direction and advice on operational and clinical issues; • Works in partnership with other sub speciality Clinical Heads in the provision of clinical activity; • Ensures operational policies and procedures are followed by Senior and Junior Medical staff; • Ensures that General Medicine protocols and procedures are evidence based, current and available; • Participates in the development and implementation of quality improvement initiatives within General Medicine in conjunction with Management team; • Providing leadership in implementing change management initiatives within the service; • Lead orientation of newly employed Physicians; • The investigation of clinical incidents, complaints and the undertaking of corrective action where necessary. |
| <p>Co-ordination of clinical activity</p> | <ul style="list-style-type: none"> • Advise Service Manager of appropriate clinical workload and staffing to ensure: <ul style="list-style-type: none"> • Safe, quality clinical practice occurs; |

| Key Accountability | Standards / Achievements |
|----------------------------------|--|
| | <ul style="list-style-type: none"> • Teaching and clinical audit activities occur; • Other contractual and/or professional obligations are fulfilled; • Ensures effective communication with other services to advise if service provision is compromised; • Participates in contingency planning to cover industrial action. |
| Strategic Development | <ul style="list-style-type: none"> • Assist the Clinical Director in formulating the strategic development of General Medicine over the short to long term within the context of the organisation's strategic plan; • Assisting in the implementation of clinical components of the Divisional and Provider Arm Business Plan in relation to the Division of Medicine and General Medicine in particular; • Support the Clinical Lead/s of the Medical Assessment Unit in development of service models and service delivery. • Identifying "gaps" within clinical strategy and recommending appropriate action; • Participation in relevant local and regional groups as required. |
| Human Resource Management | <ul style="list-style-type: none"> • Works with the Clinical Director in ensuring Senior Medical staff are competent, motivated and well trained by agreeing accountabilities and standards of performance and regularly providing feedback, taking corrective action as appropriate and acknowledging good performance; • Assisting with providing professional development opportunities for staff within the service which are relevant to role and scope of practice; • Reviewing requests for leave from Senior and Junior medical staff ensuring that service needs are met and policies are followed. |
| Routine Duties | <ul style="list-style-type: none"> • Clinical Head will perform rostered duties as per the general portion of their contract. |
| Acute Cover Roster | <ul style="list-style-type: none"> • The Consultant is required to participate in the relevant acute cover roster. |

| Key Accountability | Standards / Achievements |
|---|---|
| <p>HEALTH & SAFETY</p> <p>Recognises individual responsibility for workplace Health & Safety under the Health and Safety Act 1992</p> | <p>Management roles:</p> <ul style="list-style-type: none"> • Ensure a safe working environment and safe working practices • Plan, lead, organise and control Health & Safety activities directed at preventing harm in the workplace, in consultation with employees and Health & Safety representatives for area • Ensure that all accidents/incidents in the workplace are investigated, and that hazards are recognised and adequate controls put in place. |
| <p>CULTURAL SAFETY</p> <p>Commitment to the principles of Treaty of Waitangi</p> <p>Honouring Cultural Diversity</p> | <ul style="list-style-type: none"> • Respect, sensitivity, cultural awareness is evident in interpersonal relationships. • Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices. |
| <p>Utilise Information Technology</p> | <ul style="list-style-type: none"> • Demonstrate ability to access and use available clinical information systems. • Is conversant with applications required for specific discipline/role. For example, i.PM, Concerto, Outlook, etc. • Maintains own professional development by attending relevant IT educational programmes. |

COMMUNICATION AND INTERPERSONAL SKILLS

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

- Clinical Director - Medicine
- General Manager - Medicine
- Sub Speciality Clinical Heads
- Clinical Lead MAU
- SMOs
- Chief Resident and Junior Medical Staff
- Service Manager(s) – Medicine
- Clinical Nurse Director - Medicine
- Nurse Manager
- Charge Nurse Managers
- Clinical Directors
- Director of Nursing Practice
- Group / Operational and Service Managers
- Various advisory and support staff

Externally there will be contact with:

- Medical Council of New Zealand
- Other Statutory Authorities
- Northern Regional Agency (NRA)
- Vocational Training Committees
- Community and Legislative bodies
- Royal College of Physicians
- HDC
- ACC
- MOH

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

In conflict situations the Clinical Head will be required to exercise sound judgement, negotiation and persuasiveness skills, toward facilitating a workable outcome.

PROBLEM COMPLEXITY

The Clinical Head will be regularly challenged by a wide range of issues and competing demands. 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 require solutions customised to meet the circumstances of the client. Therefore opportunities will arise to provide innovative options to the client based on proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information. Failure to do so could impact on the organisation in terms of service delivery and patient safety.

The Clinical Head will refer to the Clinical Director, Medicine for advice or second opinion.

SCOPE FOR ACTION

The Clinical Head is empowered to make decisions or recommendations relating to departmental development and the day to day department activities. The Clinical Head is encouraged to use initiative and problem solving skills to develop innovative approaches to issues.

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

DIMENSION OF THE POSITION

Will be responsible to the Clinical Director, Medicine and General Manager, Medicine for the achievement of agreed objectives and operates within the confines of Counties Manukau Health.

POSITIONS REPORTING

Directly: General Medicine SMOs and RMOs

Indirectly Multidisciplinary ward teams and administrative staff (*i.e. who you may give tasks to from time to time*)

PERSON SPECIFICATIONS

| | Minimum | Preferred |
|--|--|--|
| Qualification | <ul style="list-style-type: none"> FRACP or other qualification that entitles the applicant to vocational qualification as a Physician in General/Internal Medicine or subspecialty Current practising certificate | <ul style="list-style-type: none"> |
| Experience | <ul style="list-style-type: none"> At least five years' experience as a Senior Medical Officer within the field General/Internal Medicine | <ul style="list-style-type: none"> |
| Skills/Knowledge/ Behaviour | <ul style="list-style-type: none"> Has an advanced body of knowledge and expertise related to speciality Is able to provide professional advice | <ul style="list-style-type: none"> |

| | | |
|----------------------------------|--|--|
| | <p>to team members in relation to clinical/operational skills and practice.</p> <ul style="list-style-type: none"> • Is able to overview the clinical/operational practice of team members to ensure patients/organisation's needs are addressed. • Displays respect and regard for people and focuses on staff involvement and empowerment. • Is skilled at leading discussions and providing clear direction • Recognise the importance of developing all team members • Highly developed communication, listening and conflict resolution skills. • Understands and effectively uses team dynamics and varying operating styles to build team processes and strengths. • Demonstrated commitment to being responsive and accessible to staff • Understands the complexity of the multi-disciplinary environment and particularly the importance of effective team leader – SMO – Manager relationship | |
| <p>Personal Qualities</p> | <ul style="list-style-type: none"> • Has strong interpersonal skills • Committed to own personal development • Is able to inspire and motivate other to commit to and work towards the organisational/service goals. | <ul style="list-style-type: none"> • Behaviours demonstrate confidence in people and belief in their skills |