

Position holder (title)	Ophthalmologist
Reports to (title)	Operationally to the Service Director, Surgical Directorate Professionally to the Head of Department, Ophthalmology
Department / Service	Surgical Directorate, Health Services
Purpose of the position	<ul style="list-style-type: none"> ▪ To provide high quality care to ophthalmology patients with a wide range of acute and elective conditions. ▪ To participate in the acute on call roster. ▪ To teach and support junior medical staff and take an active role in interdisciplinary team education and actively support and utilise specialist nurse role/s as appropriate. ▪ To actively participate in quality improvement, clinical audit activities and service development meetings and initiatives. ▪ To operationally and strategically support the ongoing development of the Surgical Service. ▪ To attribute to a team approach to care through the establishment of explicit lines of communication, ensuring that the roles and responsibilities of doctors and the multi-disciplinary team are clearly defined and recorded. ▪ Together with colleagues, provide a strong leadership within the care environment. ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Surgical Service. ▪ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. ▪ To recognise and support the delivery of the Hawkes Bay Health sector vision

Working Relationships

Internal	External
<ul style="list-style-type: none"> ▪ Medical staff within the department ▪ Nursing staff within the department ▪ Anaesthesia staff within the department ▪ Orthoptist staff within the department ▪ Head of Department ▪ Service Director, Surgical Service ▪ Surgical Director ▪ Chief Medical Officer (Hospital) ▪ Other medical and nursing staff ▪ Other departments ▪ 	<ul style="list-style-type: none"> ▪ Other external health providers including other surgeons in the region ▪ General Practitioners

Dimensions

Expenditure & budget / forecast for which accountable	N/A
Challenges & Problem solving	Provision of clinic and surgical ophthalmic care for the region's population, while also achieving our elective targets. Ensuring that our registrar training is maintained to the highest possible standard. Logistics of managing the demand reflected in referrals for elective first specialist assessments within the parameters set by the Ministry of Health using standardised intervention rates.
Number of staff reports	None
Delegations & Decision	Delegate where appropriate to the Resident Medical Officers (RMOs) and Nursing staff. Work collaboratively with senior colleagues.
Other Indicators	Maintain positive collegial relationships with other specialities.

Our shared values and behaviours



1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

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|-------------------|---|--|
| Welcoming | <ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles | <ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes |
| Respectful | <ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity | <ul style="list-style-type: none"> ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs |
| Kind | <ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana | <ul style="list-style-type: none"> ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety |
| Helpful | <ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others | <ul style="list-style-type: none"> ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive |

1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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|---------------------|---|--|
| Positive | <ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions | <ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things |
| Learning | <ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' | <ul style="list-style-type: none"> ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK |
| Innovating | <ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change | <ul style="list-style-type: none"> ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done |
| Appreciative | <ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions | <ul style="list-style-type: none"> ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate |

1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

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|---------------------|---|--|
| Listens | <ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify | <ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views |
| Communicates | <ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent | <ul style="list-style-type: none"> ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark |
| Involves | <ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part | <ul style="list-style-type: none"> ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated |
| Connects | <ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork | <ul style="list-style-type: none"> ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism |

1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

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|---------------------|---|---|
| Professional | <ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable | <ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much |
| Safe | <ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well | <ul style="list-style-type: none"> ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community |
| Efficient | <ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt | <ul style="list-style-type: none"> ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late |
| Speaks up | <ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern | <ul style="list-style-type: none"> ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour |

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Tauwhiro

Rāranga te tira

He kauanuanu

Ākina

Key Accountabilities

SERVICE PROVISION	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Acute and elective service provision in accordance with Ministry of Health (MoH), ACC and Hawke’s Bay District Health Board (HBDHB) programmes. ▪ Adherence to hospital policies and procedures to ensure ethical care. ▪ Outpatient assessment, pre-theatre assessment, post-operative recovery. ▪ Discussions and meetings with care givers and patient families. ▪ Preparation of police, coroner, ACC reports etc. ▪ Research and study related to treatment of specific patient. ▪ To ensure provision of a high standard of care to patients in operating theatre, in-patients, day cases and out-patients for both acute and elective conditions. ▪ Assessment, treatment and management plans are appropriate, clearly documented and auditable. ▪ All surgical interventions, observations, designated tests and treatments are documented and follow established guidelines. ▪ In-patient care is generally provided in the ward, day surgery unit (DSU) and ICU/HDU. ▪ Referrals to other specialists, departments and hospitals are timely and appropriate. ▪ Documentation is appropriate, timely, accurate and legible. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ The ophthalmologist is required to undertake their clinical responsibilities and to conduct themselves in all matters relating to their employment in accordance with best practise and relevant ethical and professional standards and guidelines as determined from time to time by: <ul style="list-style-type: none"> ➢ The NZ Medical Associations ➢ The practitioners relevant medical college(s) and/or professional associations(s) ➢ the Health and Disability Commissioner; and the employer’s policies and procedures expect to the extent that they may be inconsistent with any other provision of this agreement. ▪ Demonstrates compliance to departmental procedures and HBDHB policies. ▪ Assessment, treatment including surgical interventions are instigated based on best practice outcomes for the patient. ▪ Theatre and clinic sessions will be conducted as specified in work schedules. ▪ The ophthalmologist will be present and ready to commence work at the official starting time for the list or clinic. ▪ Maximum usage shall be made of allocated theatre and clinic facilities. ▪ The number of patients booked for theatre lists and clinics shall be appropriate for the allocated times.

THEATRE ACTIVITY	
<p>Tasks (how it is achieved)</p> <ul style="list-style-type: none"> ▪ Theatre sessions are completed as allocated. ▪ Elective patients are managed in accordance with MoH/DHB programmes, medical council and in accordance with theatre productivity and efficiency objectives, to maximise health target and volume target achievement. ▪ Elective cases are prioritised as per the elective booking system process and patients are treated in order of clinical need. ▪ Acute cases are prioritised according to clinical need. ▪ Off-site surgery options are utilised and facilitated as possible. 	<p>How it will be measure (KPI)</p> <ul style="list-style-type: none"> ▪ Agreed contract volumes are targeted, monitored and achieve including meeting service treatment list requirements. ▪ Agreed health targets are monitored and achieved.

NEW OR INNOVATIVE PROCEDURES

Tasks (how it is achieved)

- Awareness of improvements in patient care is encouraged.
- Any new procedure is to be discussed with the Head of Department and Service Director. If appropriate for introduction it must be done in accordance with the DHB policies for the introduction of new procedures and within funding available.

How it will be measured (KPI)

- Compliance with policy and guidelines.

ROSTERED ACUTE DUTIES AND CALL-BACK ACTIVITIES

Tasks (how it is achieved)

- The ophthalmologist is available to medical and nursing staff for advice, support and supervision of any urgent patient problems during normal business hours and when on-call, including returning to the workplace when requested as appropriate.
- When on acute duty and away from the hospital, the Duty Consultant is required to remain immediately contactable and available to attend the hospital within 25 minutes.
- Be available for telephone consults.
- Participate in acute on-call roster. This is averaged as 1:5. Provide acute call cover for other ophthalmologists as appropriate and agreed (team responsibility for roster cover).
- Attendance to acutely ill patients is timely and appropriate.

How it will be measured (KPI)

- Participation on acute call roster.
- Feedback form areas regarding accessibility and responsiveness while on call.
- Acute patients managed appropriately in accordance with best practice guidelines.

OUTPATIENT CLINICS

Tasks (how it is achieved)

- Clinics with an agreed mix of new to follow-up ratio is delivered as per schedule.
- Patients are accepted on to the first specialist assessment treatment list based on accepted treatment list criteria.
- Inappropriate referrals are returned to the general practitioner (GP) with appropriate information.
- Patients who are referred on to in-patient treatment lists meet certainty criteria or are managed on active review until certainty is met or referred back to GPs.
- Equity of access minimising disparities for treatment list management.
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How it will be measured (KPI)

- Active involvement in MoH elective programme, monitoring contract volumes, patient wait times, including meeting service treatment list requirements.
- Achieves MoH patient wait times.
- Participates to manage non-compliant waiting lists.

ETHICAL AND LEGAL PARAMETERS OF MEDICAL PRACTICE

Tasks (how it is achieved)

- Provides clinical care in a manner consistent with established ethical standards as defined by the Medical Council of New Zealand.
- Meets credentialing requirements for ophthalmology procedures practiced.
- Identifies risk factors as they pertain to ophthalmologists and implements and maintains strategies to manage and minimise risk.

How it will be measured (KPI)

- Compliance with Ethical and Legal requirements and parameters.
- Credentialing requirements are met as per policy.

INTER-DISCIPLINARY TEAM APPROACH

Tasks (how it is achieved)

- Supports the care of patients within an inter-disciplinary team.
- Actively supports multi-disciplinary models of care including specialist nurses, allied health staff and others as required.
- Actively supports specialist nurse activities.
- Regularly attends ophthalmology departmental meetings and other service meetings as required.
- Provides education to nurses and other allied health professionals as appropriate.
- Liaises with GPs and other health care professionals as required.

How it will be measured (KPI)

- Attendance at meetings.
- Participation in MDT activities as appropriate.

QUALITY IMPROVEMENT AND SERVICE DEVELOPMENT

Tasks (how it is achieved)

- Participate and deliver on quality assurance requirements.
- Actively participates in surgical audit programme and other activities relating to the maintenance and improvement of clinical standards.
- To work towards the achievement of goals and objectives of HBDHB and those of the ophthalmology service.
- Participate in service development meetings including the monitoring and implementation of surgical contracts.
- Maintains and develops own professional knowledge and skills.
- Links with regional and tertiary services are productive; improve service delivery; patient outcomes and own knowledge.
- Actively participates in service improvement activities to benefit the patients and the organisation.

How it will be measured (KPI)

- Monitor attendance at audit meetings.
- Participation in quality assurance initiatives and programmes.
- Active participation in service planning.
- CME audit.

PROFESSIONAL DEVELOPMENT	
Tasks (how it is achieved) <ul style="list-style-type: none"> ▪ Fulfil maintenance of professional standards requirements ▪ Take part in research projects 	How it will be measured (KPI) <ul style="list-style-type: none"> ▪ Research activities ▪ CME audit

DEPARTMENTAL ACTIVITIES	
Tasks (how it is achieved) <ul style="list-style-type: none"> ▪ Participates in annual service planning processes ▪ Take part in departmental credentialing activities ▪ Attend and/or participates in Grand Rounds as relevant ▪ Attends service meetings 	How it will be measured (KPI) <ul style="list-style-type: none"> ▪ Credentialing requirements fulfilled as per policy ▪ Input into department/service planning

Key Competencies

CUSTOMER SERVICE	
Tasks (how it is achieved) <ul style="list-style-type: none"> ▪ Open and responsive to customer needs. ▪ Demonstrate an understanding of continuous quality improvement. ▪ Participates (in required timeframes) in complaint management processes to resolution, including Health and Disability Commission processes 	How it will be measured (KPI) <ul style="list-style-type: none"> ▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers. ▪ Identifies customer needs and offers ideas for quality improvement. ▪ Effective management of customers/situations.

ENGAGING EFFECTIVELY WITH MĀORI	
Tasks (how it is achieved): <ul style="list-style-type: none"> ▪ Demonstrates the ability to engage effectively and respectfully with Māori consumers (patients/families/whānau) and staff ▪ Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori ▪ Demonstrates ability to apply the Treaty of Waitangi within the Service. ▪ Shows commitment to, and demonstrates the behaviours of the health sector. 	How it will be measured (KPI): <ul style="list-style-type: none"> ▪ Accelerated health outcomes for Maori ▪ Evidence of positive feedback from Māori consumers and whānau, and colleagues ▪ Evidence of collaborative relationships with Māori whānau and community/organisations ▪ Evidence of whānau participation in the care and support of their whānau member

HEALTH AND SAFETY STATEMENT
<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>

Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Qualifications (eg, tertiary, professional)	Vocational specialist registration in Ophthalmology with the Medical Council of New Zealand and Fellowship of the Royal Australia and New Zealand College of Ophthalmologist or equivalent
Business / Technical Skills (eg, computing, negotiating, leadership, project management)	Ability to use patient information systems etc. Skilled communicator. Written and oral presentations are articulate, relevant and concise. Open and honest communication style with colleagues and multidisciplinary team members.
Experience (technical and behavioural)	<p>Management of acute and elective ophthalmology</p> <p>Credentialed or the ability to be credentialed in a full range of ophthalmology</p> <p>Ability to develop and maintain effective clinical systems</p> <p>Eligible to obtain vocational registration as an ophthalmologist with the Medical Council of New Zealand</p> <p>Experience in a wide range of ophthalmology procedures</p> <p>Experience in supervision and teaching of RMOs</p> <p>Experience in the development and maintenance of links with surgeons and other medical practitioners in the region</p> <p>Experience in the development and maintenance of clinical audit</p> <p>Values & Behaviours: Shows commitment to, and demonstrates the behaviours of the health sector:</p> <ul style="list-style-type: none"> ▪ He kauanuanu Showing respect for each other, our staff, patients and consumers – this means I actively seek to understand what matters to you. ▪ Ākina Continuously improving everything we do – this means that I actively seek to improve my service. ▪ Rāranga te tira Working together in partnership across the community – this means I will work with you and your whanau on what matters to you. ▪ Tauwhiro Delivering high quality care to patients and consumers – this means I show empathy and treat you with care, compassion and dignity.
Tasks (how it is achieved):	<p>How it will be measured (KPI):</p> <p>Has in-depth knowledge of New Zealand legislation with regard to the broad range of patients’ rights, clinical responsibilities/accountability and health strategies.</p> <p>Broad and balanced perspective; able to adopt a lateral approach to decision-making and the development and sharing of ideas.</p> <p>Able to maintain a sense of proportion when working in challenging situations and make logical and realistic decisions under pressure.</p>

	<p>Responsibility and leadership skills. Accepts responsibility for own practice. Is able to create and foster an environment that promotes innovation and motivates other team members.</p> <p>Research and analytical skills. Is able to analyse data and relate this to service delivery, clinical practice and the needs of the population.</p> <p>Integrity and self-motivation. Has energy, initiative and enthusiasm. Able to critically reflect on own practice with realistic confidence in own knowledge and achievements.</p> <p>Personal management skills. Demonstrates sound organisation practices including time management.</p>
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Recruitment Details

Position Title	Ophthalmologist
Hours of Work	64 hours per fortnight (0.8 FTE)
Salary & Employment Agreement Coverage	In accordance with the New Zealand District Health Boards Senior Medical and Dental Officers Collective Agreement \$161,304 to \$240,000 gross per annum according to qualifications and experience.
Date	April 2020