



POSITION DESCRIPTION

Position Title:	Medical Director – Marlborough Urgent Care
Reports To:	General Business Manager – Marlborough Urgent Care
Interactions:	<p>The Medical Director also has clinical oversight of the general practitioners, associates and locums who complete shifts at the UCC as part of their obligation or on a Fee for Service contract.</p> <p>Internal Relationships:</p> <ul style="list-style-type: none"> • Associate Clinical Director • Business Manager, UCC • Clinical Educator, UCC • Clinical Nursing Leader, UCC • CEO, Marlborough Primary Health • Clinical Programme Manager, Marlborough Primary Health • Director of Nursing • UCC Directors <p>External Relationships:</p> <ul style="list-style-type: none"> • Clinical Director, Emergency Department, Wairau Hospital • Clinical Directors of other key departments at Wairau Hospital • Other senior staff and clinical directors of NGOS
Purpose:	<p>The Medical Director is responsible for ensuring that the highest standard of clinical care is delivered, and that targets and objectives are met in line with national and local standards.</p> <p>The role is also responsible for</p> <ul style="list-style-type: none"> • Overseeing the performance of urgent care clinical staff, in particular the regular appraisal of clinician’s contributions to the service. • The development and implementation of the strategic and operational plans of the urgent care centre. • Providing leadership to clinical staff working at the centre – alongside leadership colleagues. • Supporting the business manager in setting and achieving annual budgets • Participating in strategic thinking and development of the primary health sector.

Role specifics:	Part Time Salary – 0.6 FTE (24 hours per week)
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Key Accountabilities:

<p>Operational Leadership Together with the Business Manager and Clinical Nursing Leader</p>	<ul style="list-style-type: none"> • Use the resources of the UCC to deliver the activity and targets agreed via the annual plan. • Liaise with member general practices • Participate in and provide clinical input into the development of the annual business plan as part of Marlborough Primary Health’s annual business planning and budgeting cycle • Be responsible for the efficient and effective use of financial & other resources to deliver effective and sustainable after hours’ care in Marlborough. • Hold positive and constructive working relationships with external partners including Hospital, Ambulance, Community Services, Mental Health services and General Practices to ensure that the needs of patients across the service are met. • Ensure that clinical systems are in place to deliver services in a timely, safe, and effective manner. • Develop systems to provide clinical information to staff to enable them to benchmark and audit their practice so as to improve the patient experience. • Establish and maintain regular communication with the wider general practice community and act, where appropriate as the spokesperson for the UCC • Agree a system of delegated responsibility within the UCC and assume responsibility for its effective functioning • Model an open and inclusive style of management, encouraging teamwork and good working relationships
<p>Professional Leadership</p>	<ul style="list-style-type: none"> • Identify and make provision for the training and development needs of all clinical staff working at the centre, including succession planning – selecting and supporting others to develop clinical leadership • Encourage and support research activity both at the surgery and within the wider Health Services team. • Lead the development and oversight of clinical audit processes within the UCC including dealing with patient complaints and incidents. • Represent the UCC in various clinical forums • Place patient safety and customer service at the centre of the UCC’s activity
<p>Strategic Leadership</p>	<ul style="list-style-type: none"> • Act as a bridge between UCC and general practice with respect to the delivery of after-hours urgent care. • Develop and promote plans that enhance the services provided to general practices in Marlborough, exploring

	<p>alternative service delivery methods and building complimentary services.</p> <ul style="list-style-type: none"> • Advise MUCC board around potential opportunities and challenges as they emerge. • Work in partnership with neighboring Hospital, Ambulance, Mental Health, Community Services to ensure co-ordination of patient services and staff policies across the local health economy.
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Supporting staff participation in health and safety matters. • Comply with responsibilities under the Health and Safety at Work Act 2015.
<p>Qualifications/Experience</p>	<p>Essential Qualifications</p> <ul style="list-style-type: none"> • FRNZCUCP or on the pathway to UCP • FRNZCGP <p>Experience</p> <ul style="list-style-type: none"> • Must have minimum 10 years' experience in General/ Urgent Care practice • Must have previous experience in a management and leadership role • Experience in running or managing a medical facility is desirable <p>Personal Attributes</p> <ul style="list-style-type: none"> • Well developed problem solving and analytical skills, ie willingness to develop new approaches to caring for people in an acute care setting. • Well developed relationship building skills with the demonstrated ability to build effective working relationships in the community and with other healthcare providers • Flexible, adaptable and embraces change • A commitment to the philosophy of medical care enabling people to be cared for in their community. • A demonstrated team player. • Excellence interpersonal and communication skills promoting good working relationships at all staff levels and safe, effective professional transactions with patients and their families. • Well developed written and verbal communications skills and a demonstrated ability to relate to a wide range of healthcare professionals. • Demonstrates a commitment to quality

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| | <ul style="list-style-type: none"> • Confident and polite with an understanding and sensitivity to other cultures. |
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Key Performance indicators

Personal Attributes and Leadership Capabilities Indicators

Results agility

- Indicators**
- Inspires others to perform above their usual level of performance (i.e.drives a culture of excellence and high performance)
 - Demonstrates the gravitas to inspire and builds confidence in others.
 - Achieves results under new and/or tough conditions
 - Demonstrates drive, flexibility and adaptability
 - Staff are provided with regular learning opportunities and GP's are supported and upskilled.

Personal and interpersonal skills

Indicators

- Communication*
- Communicates with impact in both written and oral situations (eg in individual, group and public speaking situations, communication is clear and succinct, confident, engaging, articulate, logical, energetic, open)
 - Listens to understand
 - Interested in and able to see situations from others' perspectives
 - Alert to cues to tailor communication style and adapts approach accordingly
 - Demonstrates interpersonal diplomacy (eg is sensitive and respectful of others)
 - Employs effective influencing strategies that are compelling and fit-for-purpose
- Managing relationships*
- Connects and establishes rapport with a wide range of people
 - Invests time building effective internal and external relationships
 - Handles conflict effectively (eg. nips issues in the bud, displays objectivity and sensitivity, defuses hostilities, and seeks common ground)
 - Displays team player skills (eg adopts a consultative, non-territorial, collegial approach, has the trust and support of peers, enjoys working as a member of a team, comfortable playing different roles in a team)
 - Makes people feel valued and appreciated for their contribution

- Reaches negotiated positions without damaging relationships

Walks with respect in diverse worlds

- Indicators**
- Demonstrates an understanding of, and commitment to Te Tiriti o Waitangiby being responsive to Maori in the delivery of services and achieving agreed results
 - Takes cultural perspectives into account in decision making and policy advice
 - Engages different communities in effective consultation processes; listens to and reflects their needs in policy development, service delivery and evaluation
 - Demonstrates the organisation's commitment to respecting cultural values in service delivery and employment practices

Courage

- Indicators**
- Takes and stands by difficult decisions; is willing to stand alone
 - Provides a clear direction in challenging situations
 - Challenges the status quo and displays a preparedness to voice an opposing view
 - Gets the right balance between seeking others' views and taking action
 - Proactively addresses longstanding and challenging issues
 - Comfortable and candid when outlining limits of knowledge/experience in an area (eg. will say when they do not know something, consults and seeks advice from technical experts, specialists and people with a different perspective to supplement own knowledge)
 - Admits mistakes and seeks to redress these where possible

Energy and drive

- Indicators**
- Models a high level of drive and ownership for achieving challenging organisational goals (eg displays a high level of ambition for what their organisation can achieve, pushes self and others to achieve, driven to excel in whatever they take on)
 - Makes the most of opportunities to achieve through individuals and teams (communicates a clear vision, delegates, shares credit for success, provides feedback and encourages ownership)
 - Invests time coaching and developing others
 - Displays a strong improvement orientation (i.e. continually looks at how to improve processes and work approaches, perform work more effectively)
 - Motivated to lead (i.e. seizes opportunities to lead without being given the responsibility or direction)
 - Enjoys achieving through people and seeing people achieve and develop

Leadership Capabilities

Strategic skills

- Indicators**
- Communicates and drives the organisation's vision, goals and objectives, aligns them with priorities and outcomes
 - Understands the current and future business potential of the organisation and its interface with business and community
 - Scans the external and internal environments and looks for opportunities
 - Identifies priorities for change, and initiates strategies to meet the organisation's changing environment
 - Builds the right capability mix of: people, resources, systems, structures, culture, leadership and relationships to achieve future outcomes
 - Ensures portfolio effort contributes to priorities, whilst maintaining the integrity of the organisation
 - Quickly grasps the essence and the underlying structure of anything
 - Acts appropriately according to the situation and is seen as considered and balanced (eg delivers tough messages in a compassionate way)
 - Easily makes connections among previously unrelated notions, and comes up with new and unique ideas
 - Is good at encouraging the creativity of others and demonstrates good judgement about which creative ideas and suggestions will work

Operating skills

- Indicators**
- Measures performance against goals and evaluates results
 - At end of financial year comes within 5% of budget or better
 - Anticipates & adjusts for problems & roadblocks
 - Defines success in terms of the whole team
 - Identifies appropriate evaluation methodologies to measure success
 - Provides challenging and stretching tasks and assignments