

## Position Description

Vacancy ID: 6429

<b>Position:</b>	<b>Clinical Physiologist Neurology</b>
<b>Reports to:</b>	<b>Operations and Clinical Programmes Lead, Acute &amp; Elective Specialist Services</b>
<b>Role Relationships:</b>	<b>Patients and their families Neurology Physicians Neurology Services Staff Senior Medical Technicians/Physiologists Medical Technicians/Physiologists Medical staff General Practitioners Nursing staff Ward Receptionists Ambulatory Care Centre staff Biomedical technicians and support services Service Manager</b>
<b>FTE:</b>	<b>1.0</b>

## Organisation Context

Te Whatu Ora | Health New Zealand leads the day to day running of the health system across New Zealand, with functions delivered at local, district, regional and national levels. It weaves the functions of the 20 former District Health Boards into its regional divisions and district offices, ensuring continuity of services in the health system.

Te Whatu Ora, Health New Zealand Te Pae Hauora o Ruahine o Tararua – MidCentral (MidCentral) (previously MidCentral District Health Board) provides healthcare services to over 180,000 people across the Manawatu, Horowhenua and Tararua regions. With a large hospital campus at Palmerston North, it also provides key health care and support services to neighbouring communities. We are one of the Manawatu's largest employers with over 2800 staff members.

## Role Purpose

The primary objectives of this role are to:

- Perform a wide range of quality diagnostic testing in both EEG studies and Nerve Conduction Studies.
- Maintain competency in EEGS and NCS and actively participate in Continuing Professional Development and Peer Reviews
- Provide a technical report for EEGs and NCS.
- Ensure that all neurology testing equipment throughout the organisation is well maintained and in optimum working order
- Ensure laboratory quality system documents are developed and updated
- Effective and efficient management of the neurology laboratories.

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## PERFORMANCE AREAS

- Responsible for EEG/Neurophysiology testing, having regard for patients' welfare and safety.
- Ensuring optimal standards of quality control with well maintained equipment

	<b>Key Tasks/Responsibilities</b>	<b>Performance Measures</b>
<b>1.</b>	<b>Neurology Investigations</b>	
	<ul style="list-style-type: none"> <li>• Access referrals/schedule appointments</li> </ul>	<ul style="list-style-type: none"> <li>• Referrals are assessed as per service criteria.</li> <li>• Efficient use of allocated time to maintain waiting time for individual tests to a minimum duration, as agreed with the Medical Head – Neurology Service.</li> </ul>
	<ul style="list-style-type: none"> <li>• Patient Care</li> </ul>	<ul style="list-style-type: none"> <li>• Respect is shown for patients' rights, comfort, dignity and confidentiality rights, comfort and dignity.</li> <li>• Demonstrates sensitivity to cultural and ethnic needs</li> <li>• Problems are communicated to relevant multidisciplinary team member</li> <li>• Minimal number of complaints are received from patients</li> <li>• Together with Neurology Physicians actively participates in case reviews resulting in measurable improvements in client care or service efficiency</li> </ul>
	<p><b>EEG / Neurophysiology tests</b></p> <ul style="list-style-type: none"> <li>• Perform EEG/Neurophysiology test procedures               <ul style="list-style-type: none"> <li>○ Routine EEG</li> <li>○ Amb EEG</li> <li>○ Sleep deprived EEG</li> <li>○ NCS</li> <li>○ CT's</li> <li>○ Ulnar Neuropathies</li> <li>○ Peripheral Neuropathy screening</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All tests/procedures are to have a written guideline/protocol based on the MCH Internal Medicine template</li> <li>• Follows established laboratory protocols/guidelines for all tests</li> <li>• Performs and prepares factual report on Electroencephalography (EEG)</li> <li>• Assists Neurologist in Electromyography (EMG) clinics and provides physician with data for reporting</li> <li>• Performs and provides preliminary report . on Nerve Conduction Studies</li> <li>• Perform and provide preliminary report on ambulatory EEG</li> <li>• Performs other tests as required</li> </ul>

Compassionate  
Ka whai aroha

Respectful  
Ka whai ngākau

Courageous  
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Accountable  
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	<b>Key Tasks/Responsibilities</b>	<b>Performance Measures</b>
	<ul style="list-style-type: none"> <li>Preparation and calibration of equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Equipment is prepared and calibrated correctly following written guidelines</li> </ul>
	<ul style="list-style-type: none"> <li>Preparation and instruction of patient</li> </ul>	<ul style="list-style-type: none"> <li>Patients are fully prepared with information given in understandable, lay terms including consent obtained as required</li> </ul>
	<ul style="list-style-type: none"> <li>Actual test procedures</li> </ul>	<ul style="list-style-type: none"> <li>Tests performed conform to written protocols which are based on set standards</li> </ul>
	<ul style="list-style-type: none"> <li>Validating/editing test results</li> </ul>	<ul style="list-style-type: none"> <li>Results assessed for reproducibility and minimal variation</li> </ul>
	<ul style="list-style-type: none"> <li>Calculation of data</li> </ul>	<ul style="list-style-type: none"> <li>Calculation of data is accurate</li> </ul>
	<ul style="list-style-type: none"> <li>Preparation of routine reports</li> </ul>	<ul style="list-style-type: none"> <li>Accurate results are forwarded as soon as possible with due regards to urgency (except for tests requiring physician interpretation).</li> </ul>
	<ul style="list-style-type: none"> <li>Records</li> </ul>	<ul style="list-style-type: none"> <li>Maintain accurate up-to-date patient records</li> </ul>
<b>2.</b>	<b>Quality Assurance</b>	
	<ul style="list-style-type: none"> <li>Patient testing</li> </ul>	<ul style="list-style-type: none"> <li>Encourages optimum patient participation</li> </ul>
	<ul style="list-style-type: none"> <li>Cleaning/Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>Follows written protocols for daily, weekly and monthly cleaning and maintenance of equipment</li> </ul>
	<ul style="list-style-type: none"> <li>Assist in the evaluation of, and writing quality system documents for new equipment (including testing procedures and equipment maintenance)</li> </ul>	<ul style="list-style-type: none"> <li>Follows same principles as previous protocols ensuring that information is correct and sufficiently comprehensive to be used for the day to day use of the equipment</li> </ul>
	<ul style="list-style-type: none"> <li>Review all quality system documents annually</li> </ul>	<ul style="list-style-type: none"> <li>Quality system documents are up to date</li> </ul>
	<ul style="list-style-type: none"> <li>Ongoing involvement and commitment to improving quality of Service</li> </ul>	<ul style="list-style-type: none"> <li>Attends and participates in regular Service Improvement team meetings</li> <li>Attends regular departmental meeting</li> <li>Ongoing quality assurance activities are undertaken as required</li> </ul>
	<ul style="list-style-type: none"> <li>Electrical Safety</li> </ul>	<ul style="list-style-type: none"> <li>All electrical equipment is safety checked by Clinical Engineers annually.</li> </ul>
<b>3</b>	<b>Computer Maintenance</b>	
	<ul style="list-style-type: none"> <li>Security of software</li> </ul>	<ul style="list-style-type: none"> <li>Where computers are not networked back up copies are maintained</li> <li>Stores all original software as directed, keeping working copies only</li> </ul>
	<ul style="list-style-type: none"> <li>Security of patient records</li> </ul>	<ul style="list-style-type: none"> <li>Has regard for patient confidentiality and safety of notes</li> </ul>
<b>4</b>	<b>Management of Resources</b>	
	<ul style="list-style-type: none"> <li>Equipment</li> </ul>	<ul style="list-style-type: none"> <li>All items of equipment used for patient testing have an equipment document (based on MidCentral Services template)</li> </ul>

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	<b>Key Tasks/Responsibilities</b>	<b>Performance Measures</b>
		<ul style="list-style-type: none"> <li>Equipment is maintained in optimal working order</li> <li>Is able to detect, assess and repair minor malfunctions (as appropriate). Appropriate personnel are notified of failure of equipment if unable to repair.</li> <li>Undertakes routine verification and calibration of equipment as required following written protocols</li> <li>Calibration reports and records are kept</li> <li>Reports any variances to calibration to Senior Physiologist / Medical Head</li> <li>Is fully conversant with correct technical operation of all equipment and operates all equipment strictly in accordance with written operating instructions/procedures</li> </ul>
	<ul style="list-style-type: none"> <li>Maintain supplies</li> </ul>	<ul style="list-style-type: none"> <li>Maintains supplies of essential spare parts and consumables</li> <li>Accurate records are maintained of items ordered and received and imprest level is maintained</li> </ul>
	<ul style="list-style-type: none"> <li>Budgeting</li> </ul>	<ul style="list-style-type: none"> <li>Maintains accurate records of items ordered and received</li> <li>Participates in the reconciliation of items ordered and received with monthly budget printout. Participates in the reporting of discrepancies neurophysiology colleagues, Medical Head and Operations Lead.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure laboratory meets minimum Health &amp; Safety Requirements</li> </ul>	<ul style="list-style-type: none"> <li>Keeps laboratory clean and tidy, having regard for infection control and laboratory safety.</li> </ul>
	<ul style="list-style-type: none"> <li>Laboratory Statistics</li> </ul>	<ul style="list-style-type: none"> <li>Keeps up to date records of all test undertaken and collates monthly statistics from day sheet record of tests</li> <li>Reports status to Neurologists Physicians</li> </ul>
<b>5</b>	<b>Education</b>	
	<ul style="list-style-type: none"> <li>Attend part time courses as appropriate to keep up to date professionally</li> </ul>	<ul style="list-style-type: none"> <li>Participates in local, regional, national meetings of EEG/Neurophysiology/ Technicians/Physiologists as possible.</li> <li>International conference attendance ( via ZOOM) as possible and dependant on COVID restriction.</li> </ul>
	<ul style="list-style-type: none"> <li>Affiliation to an appropriate professional Society</li> </ul>	<ul style="list-style-type: none"> <li>Membership of NZSNT or appropriate body eg EPTA.</li> <li>Registered with Clinical Physiologist Registration Board (CPRB)</li> </ul>

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	<b>Key Tasks/Responsibilities</b>	<b>Performance Measures</b>
	<ul style="list-style-type: none"> <li>Train staff of the organisation in the use of neurophysiology equipment (as appropriate)</li> </ul>	<ul style="list-style-type: none"> <li>Conducts training sessions as necessary</li> </ul>
	<ul style="list-style-type: none"> <li>CPR skill current</li> </ul>	<ul style="list-style-type: none"> <li>Attends annual core skills workshops</li> </ul>
<b>6</b>	<b>Professional Standards</b>	
	<ul style="list-style-type: none"> <li>Participation as a responsible, professional member of the Service</li> </ul>	<ul style="list-style-type: none"> <li>Co-operates and participates as an effective member of the multi-disciplinary team</li> <li>Liases with the Neurologist/ on issues relating to service provision.</li> <li>Displays professional conduct at all times</li> </ul>
	<ul style="list-style-type: none"> <li>Take part in annual assessment and evaluation conducted by Service Manager</li> </ul>	<ul style="list-style-type: none"> <li>Participates in annual performance management process</li> </ul>
	<ul style="list-style-type: none"> <li>Take part in ongoing education as necessary</li> </ul>	<ul style="list-style-type: none"> <li>Attends agreed educational activities</li> </ul>
<b>7</b>	<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>Patient/families/others communicating with the Technician/Physiologist report               <ul style="list-style-type: none"> <li>-approachability</li> <li>-friendliness</li> <li>-helpfulness</li> <li>-professionalism</li> <li>-caring</li> </ul> </li> <li>Recognises and uses communication systems appropriate to the situation</li> <li>Uses interpreters as required</li> <li>Documents information passed on appropriately</li> <li>Information given to others is accurate, up-to-date and recognises ethical, cultural, professional and statutory requirements</li> <li>Seeks clarification from appropriate others if uncertain of intent or meaning of communications</li> <li>Deals with differences of opinion in a timely, positive and non-confrontational manner.</li> </ul>
	<b>Health and Safety</b> Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation	<ul style="list-style-type: none"> <li>Is familiar with all policies and procedures as they affect the work environment.</li> <li>Ensure that safe working procedures are practised and no person is endangered through action or inaction.</li> <li>Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse affects of hazards.</li> </ul>

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	<b>Key Tasks/Responsibilities</b>	<b>Performance Measures</b>
		<ul style="list-style-type: none"><li>• Is able to apply MidCentral's emergency procedures, including use of safety equipment and materials.</li><li>• Ensure that all incidents including near misses are reported within the required timeframe using MidCentral's incident reporting system.</li><li>• Actively participate in MidCentral's health and safety programmes, through input into meetings and feedback through committee structures.</li></ul>
	<b>Treaty of Waitangi</b> Has Treaty of Waitangi knowledge and application	<ul style="list-style-type: none"><li>• Has knowledge and understanding of the Treaty of Waitangi and its application in Health in terms of the articles and principles.</li><li>• Attends MidCentral Treaty of Waitangi education.</li></ul>

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## Key Competencies

Competencies are the skills, knowledge and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified.

For the purposes of selection essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### ESSENTIAL COMPETENCIES

- Bachelor of Science of Medical Technology or equivalent e.g. Higher National Diploma
- Registered or eligible to be registered on Clinical Physiologist Registration Board (CPRB), and hold an APC.
- Member or eligible to become a member of NZSNT (New Zealand Society of Neurology Technologists)
- Commitment to ongoing personal development, professional development and service improvement.
- Meets the statutory and organisation requirements for working with children, as per the Children's Act 2014 and the relevant MidCentral's policy, including a satisfactory police check and other safety checking processes.
- Proven communication skills, written and oral.
- Pleasant, courteous and sensitive communication with patients
- Ability to function independently and as part of a multi disciplinary team.
- High level of self-motivation.
- Commitment to quality improvement.
- Proven Technical aptitude
- Current Drivers Licence
- Computer Skills
- Is able to identify when guidance/clarification is required from medical staff
- Can prioritise workload according to demand in an efficient timely manner.
- Recognises and capitalises on existing workplace related learning opportunities.
- Demonstrates a willingness to share knowledge and skills with nurses, medial staff, other technicians and students as appropriate.
- Works well as part of a multi-disciplinary team.
- Contributes to the team environment in a friendly approachable manner.
- Information given is timely, accurate, up to date and recognises any relevant issues including ethical considerations, cultural requirements, privacy and professional and statutory guidelines.
- Confidently seeks guidance when required, and shares relevant information with nursing/medical staff as required.
- Can work independently but be able to liaise with other staff and function as a team member.

## Physical Attributes

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*Under the Human Rights Act 1993 discrimination based on disability is unlawful. MidCentral will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.*

*Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, a request should be made whether it would be possible to accommodate a particular issue by obtaining advice from Occupational Health & Safety/ Infection Prevention & Control Team.*

- Ability to move about and undertake necessary duties in the Neurophysiology - Neurology Department.
- Ability to stand, walk, twist, stretch and lift weights frequently up to and above 15 kilograms including patients and machines.

Manual dexterity to operate specialist neurophysiology equipment

- Visual ability sufficient to read, write/record, perform necessary tests, enabling accurate performance of essential job duties.
- Hearing and speech sufficient to communicate with patients and co-workers.
- A high degree of mental concentration is required.
- Skin condition should allow frequent contact with water, soap/disinfectant soap, necessary cleaning chemicals and other chemicals and latex rubber.
- Skin should not be fissured, scaly, cracked on hands, forearms, face or neck.
- Freedom from colonisation or infection with MRSA.
- Must be able to function under rapidly changing and demanding conditions.

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## Conditions of Appointment

### EMPLOYMENT AGREEMENT

- **APEX and District Health Boards Clinical Physiology National Collective Agreement**

The Collective Agreement which covers the work of this position is the APEX and District Health Boards Physiology National Collective Agreement which applies to employees appointed to roles that are covered by this Collective Agreement and who are members of the Association of Professional and Executive Employees Incorporated (APEX) union

- **DHBs/PSA Allied, Public Health and Technical Multi-Employer Collective Agreement**

However, the DHBs/ PSA Allied, Public Health and Technical Multi-Employer Collective Agreement also contains provision for physiologists and you are able to become a party to this Collective Employment Agreement if you wish. The union that represents employees in this collective is the PSA.

### NATURE AND TENURE OF APPOINTMENT

The appointment will be subject to the conditions contained in this schedule, MidCentral's policies and appropriate legislation.

The appointment is permanent; four weeks' notice in writing by either party is required. In the event of the appointee being found to have breached the organisation's code of conduct or other policies, the appointment may be terminated without notice.

### SALARY

The annual salary for the position will be negotiated within the salary range in accordance with the provisions in the relevant Collective Agreement or Individual Employment Agreement.

Salary is proportionate to hours worked. All salary payments will be made by direct credit to a nominated bank account in the appointee's name (or jointly including the appointee's name).

### HOURS OF WORK

Hours of work will be 40 per week.

If the appointment is full-time the employee shall not engage in any other business or occupation without the prior consent of the Organisation. If an appointee is engaged in other business or occupation when taking up a full-time appointment with MidCentral, and wishes to continue to participate in this other business or occupation, this must be disclosed to the hiring manager prior to accepting the appointment.

### COVID-19 VACCINATION

Health and disability workers are now required to be fully vaccinated against COVID-19 in accordance with the COVID-19 Public Health Response (Vaccinations) Order 2021 ("the Order"). To undertake your role at MidCentral, in compliance with the Order, you will be required to be fully vaccinated (and boosted as applicable) against COVID-19. You will be required to provide evidence that you meet the Order prior to commencing employment.

### TREATY OF WAITANGI

MidCentral is committed to its obligations under the Treaty of Waitangi. The appointee will be expected to incorporate the principles of the Treaty of Waitangi in their working practices.

### EQUAL EMPLOYMENT OPPORTUNITIES

MidCentral is committed to the principles of Equal Employment Opportunities and all recruitment activities are conducted in accordance with these principles.

### SMOKE FREE ENVIRONMENT

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MidCentral provides smoke-free workplaces that protect the health and comfort of employees, patients/ clients, contractors, volunteers and visitors. All buildings, grounds and vehicles owned, occupied or leased by MidCentral are smoke-free. Employees are expected to promote smoke-free lifestyles and act as role models when working with patients/ clients and in the community.

## CODE OF CONDUCT

MidCentral has a Code of Conduct that sets out the standards of performance and conduct required of employees. Employees of MidCentral are also required to act with a spirit of service to the community and meet high standards of integrity and conduct as set out in Standards of Integrity and Conduct - a code of conduct issued by the Public Service Commission.

## SHARED APPROACH TO WORK PRINCIPLES

It is important that MidCentral has a healthy and safe working environment in which all employees feel their contribution is valued and appreciated. The actions and behaviours below are intended to provide a guide and assist us all to develop and maintain this environment.

To be happy and proud in our work we will:

- Care for and support each other to have a safe work environment;
- Treat each other with trust and respect, recognising cultural and other differences;
- Communicate openly, honestly and act with integrity;
- Enable professional and organisational standards to be met;
- Support each other to achieve, and acknowledge contributions and successes.

MidCentral does not tolerate bullying, harassment, or inappropriate behaviour in the workplace environment.

## CONFIDENTIALITY

All employees are responsible for the security of confidential and sensitive information which is held by MidCentral. All employees have a responsibility to comply with the requirements of the Privacy Act 2020 and the Health Information Privacy Code 1994 and any subsequent amendments.

It is a condition of employment for all employees that confidential or sensitive information is only accessed, used or disclosed as necessary to meet their employment or contractual obligations and in accordance with the relevant legislation, their professional obligations, and any other obligations imposed by law. Note: This does not preclude the sharing of clinical information among health professionals involved in the care or treatment of the individual on a "need to know" or consultancy basis.

Confidential information concerning a patient or client who is receiving or has received services provided by MidCentral may not be accessed by employees not involved in the care or treatment of the patient or client, and also may not be disclosed to unauthorised persons, except for those specific cases defined in relevant legislation and as per MidCentral's Confidentiality Policy.

## HEALTH DECLARATION

Shortlisted applicants will be required to complete a Health Declaration form and provide this to the hiring manager. They may also be required to undergo a medical examination as part of assessing their ability to fulfil the requirements of the position.

## DECLARATION OF CRIMINAL CONDUCT AND OTHER INFORMATION

Shortlisted applicants will be required to complete a Declaration of Criminal Conduct and Other Information form and provide this to the hiring manager.

## POLICE CLEARANCE/ CHECK(S)

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Some appointments at MidCentral are subject to a Police Clearance which requires the applicant to complete a New Zealand Police Vetting Service Request and Consent Form. Additionally, overseas police checks may need to be applied for by the appointee if they have lived in any country other than New Zealand for 12 months or more within the last 10 years.

Shortlisted applicants will be advised of the requirement to undergo a New Zealand Police Clearance, and provide overseas police clearance/s, as required.

Notwithstanding the police clearance process upon appointment, in future all MidCentral employees may be required to undergo police and/ or other vetting procedures, and all staff will be required to participate in this process.

MidCentral reserves the right to withdraw any offer to the appointee, or if the appointee has commenced work, terminate employment, if any adverse information arises out of the police check/s.

## **CHILDREN'S ACT 2014 (include only for "core" children's worker roles)**

Due to this role having contact with children and MidCentral's commitment to child protection, shortlisted applicants will be subject to 'safety checks' in accordance with the Children's Act 2014 before any offer of employment is made. These checks are required periodically for existing employees in accordance with the relevant legislation.

## **CLERICAL ASSESSMENT (delete it not applicable)**

Shortlisted applicants will be required to undergo a series of work assessments as a part of the interview process.

## **APPLICATIONS**

Applicants are required to complete an official form of application, providing names and addresses of three confidential referees\* – one being the current or most recent employer or educator, and attaching a CV and cover letter. Copies of recent testimonials or any other information considered pertinent to the position may also be included.

To apply online, please visit the "Vacancies" page under "Working at MDHB" on our website: [www.midcentraldhb.govt.nz](http://www.midcentraldhb.govt.nz).

Any queries may be addressed to Human Resources on +64 6 350 8850 or email [vacancy@midcentraldhb.govt.nz](mailto:vacancy@midcentraldhb.govt.nz).

*\*Referee reports obtained or provided are subject to Section 27 (1) (c) of the Official Information Act 1982 and Section 29 (1) (b) of the Privacy Act 1993 and shall not be released or their contents disclosed to the applicant or to any person not directly involved in MidCentral's appointment and review procedures.*

## **CLOSING DATE**

Applications close at 11pm on (date).

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## Appendix A - MidCentral's Values and Behaviours

All employees of MidCentral will adopt the values and demonstrate the behaviours related to them of being Compassionate, Respectful, Courageous and Accountable - in the following ways:

### COMPASSIONATE - KIA WHAI AROHA

- Is responsive to the needs of people, whānau and the community.
- Strives to deliver beyond expectations and go the extra mile.
- Shows concern for others and offers proactive and timely assistance and support to others.
- Is empathetic and mindful of others and sensitive to their feelings.
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.

### RESPECTFUL – KIA WHAI NGĀKAU

- Shows politeness, admiration and honour to others and does not cause offence.
- Actively listens when someone is speaking and shows value for other peoples' perspectives.
- Genuinely engages and listens to others and considers their views while making decisions.
- Is inclusive of diverse perspectives and the cultural beliefs of others and actively seeks to improve own knowledge.
- Recognises team member strengths and development needs, and coaches them to maximise their potential.

### COURAGEOUS – KIA MĀTĀTOA

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with the MidCentral's values.
- Champions innovative ideas in the team, and on behalf of the team.
- Is willing to question accepted approaches and processes and open to challenge.

### ACCOUNTABLE – KIA NOHO HAEPAPA

- Acknowledges and assumes responsibility for their actions and does not blame others when things go wrong.
- Strives for excellence and delivers high quality care that focuses on the needs of the consumer and whānau.
- Is innovative and strives for quality and excellence.
- Following through on conversations – saying what you will do and doing what you say.
- Is able to intervene effectively when progress against budgets, plans or projects is off track.
- Is committed to rapid resolution of complaints, problems and issues.

*Compassionate  
Ka whai aroha*

*Respectful  
Ka whai ngākau*

*Courageous  
Ka mātātoa*

*Accountable  
Ka noho haepapa*



# Te Whatu Ora

Health New Zealand

Te Pae Hauora o Ruahine o Tararua  
MidCentral

## Appendix B – MidCentral’s Strategy

# WE ARE COMMITTED TO

**Ka ū tā mātou mahi**

**QUALITY LIVING**  
Kia pai te noho

**HEALTHY LIVES**  
Kia ora te tangata

**WELL COMMUNITIES**  
Kia ora te hapori

### WE ARE ABOUT

*Better health outcomes, better health care for all*

**Ko tā mātou mahi**

*He whakapai ake i te hauora hei oranga mō te katoa*

### INDIVIDUALLY AND TOGETHER WE WILL

*Achieve quality and excellence by design*

*Connect and transform primary, community and specialist care*

*Partner with people and whānau to support health and wellbeing*

*Achieve equity of outcomes across communities*

#### He mahi fakitahi hei toa takitini

*Kia kounga, kia hiranga te hoahoa*

*Kia mahi tahi me te tangata, me te whānau hei tautoko i te hauora me te oranga*

*Kia tūhono e pai ake ai te atawhai tuatahi, te atawhai hapori, te atawhai ngalo*

*Kia tākeke ngā hua mā ngā hapori katoa*

### WE WILL BE

<i>Compassionate</i>	<i>Respectful</i>
<i>Courageous</i>	<i>Accountable</i>

**Ka pēnei mātou**

<i>Ka whai aroha</i>	<i>Ka whai ngākau</i>
<i>Ka mātātōa</i>	<i>Ka noho haepapa</i>

### WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

<i>People</i>	<i>Partners</i>	<i>Information</i>	<i>Stewardship</i>	<i>Innovation</i>
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**Ka eke angitu mātou mā**

<i>Ō mātou iwi</i>	<i>Ō mātou hoa mahi</i>	<i>Te whakamāhio</i>	<i>Te tiaki</i>	<i>Te auaha</i>
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Compassionate  
Ka whai aroha

Respectful  
Ka whai ngākau

Courageous  
Ka mātātōa

Accountable  
Ka noho haepapa