

# Position Description

Vacancy ID: 5308

|                            |  |
|----------------------------|--|
| <b>Position:</b>           | <b>Staff Sonographer, Medical Imaging</b>  |
| <b>Reports to:</b>         | <b>Manager, Medical Imaging through the Ultrasound Grade</b>   |
| <b>Responsible for:</b>    | <b>Trainee Sonographers<br/>Student MRTs under the guidance of the Clinical Tutor</b>  |
| <b>Role Relationships:</b> | <b>Radiologists<br/>Team Leader, Clinical Co-ordinators and MRTs from within the Medical Imaging Team and across other Lines<br/>Clinical Nurse Educators<br/>QMRT<br/>Key support staff Hospital Co-ordination<br/>Nursing staff<br/>Senior Medical staff<br/>Operations Executive<br/>Medical Head<br/>Wards and Departments<br/>Requesting Medical staff - internal and external to MCH<br/>Clinical Directors<br/>Visiting Medical staff</b> |
| <b>FTE:</b>                | <b>1.0</b>   |

## Organisation Context

MidCentral District Health Board (MDHB) is advancing through a transformational change programme to firmly establish itself as a high performing health system that meets the current and future demands of its communities.

A key component of the transformation change programme is the implementation of the Integrated Service Model – the vehicle by which MDHB will implement the DHB’s strategy (displayed at Appendix B). At maturity, the Integrated Service Model will deliver an integrated health and social care system that ensures individuals, patients, family/whanau and communities are the centre of everything we do.

The transformation will provide an improved service experience and a work environment where staff feel valued and empowered to carry out their work with excellence.

## Role Purpose

To perform and provide ultrasound studies and quality diagnostic images through:

- Having a key focus on improving delivery of patient care.
- Delivery of a high quality diagnostic service.

### PERFORMANCE APPRAISAL:

This will occur three months following commencement in the position, and then annually, against position specific competencies.

POSITION HOLDER'S NAME: \_\_\_\_\_

POSITION HOLDER'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

TEAM LEADER'S NAME: \_\_\_\_\_

TEAM LEADER'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

| ACCOUNTABILITY/<br>RESPONSIBILITY | PERFORMANCE MEASURE - GENERIC (refer to competencies attached for Clinical Competency Pathway Level specific performance criteria)  |
|-----------------------------------|---|
| Communication                     | Relates to staff and patients in a manner that is open, appropriate, effective and professional.  |
| Professional Responsibility       | Consistently practises in accordance with and educates others in relevant legislation, codes, regulations, established MDHB Policy, procedures, guidelines and Scopes of Practice.                |
| Professional Judgement            | Makes professional judgements that promote and role model excellence in patient care and provision of clinical standards. Seeks professional assistance and takes appropriate action as required. |
| Health and Safety                 | Is aware of and complies with responsibilities under the current Health & Safety in Employment Act and relevant MCH Policies and Guidelines.  |
| Quality Improvement               | Recognises opportunities to improve service delivery and practises consistently in a way that promotes optimal patient care, technical excellence and clinical safety.                            |

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Respectful  
Ka whai ngākau

Courageous  
Ka mātātoa

Accountable  
Ka noho haepapa



| <b>ACCOUNTABILITY/<br/>RESPONSIBILITY</b> | <b>PERFORMANCE MEASURE - GENERIC (refer to competencies attached for<br/>Clinical Competency Pathway Level specific performance criteria)</b>  |
|---|--|
| <b>Management of the environment</b>      | Promotes an environment which maximises patient safety and utilises resources appropriately.   |
| <b>Cultural Safety Skills</b>             | Consistently applies the principles of cultural safety in own practice, implements MDHB cultural safety Policies by being proactive in ensuring provision of a culturally safe environment for patients and colleagues.  |
| <b>Professional Development</b>           | Undertakes responsibility for own professional development and contributes to the development and recognition of professional practice through evaluation and maintenance of ongoing professional growth, post registration. Participates actively in set and self-directed professional development activities. |
| <b>Interprofessional Skills</b>           | Understands the complexity of the multi-disciplinary environment and particularly the importance of effective team relationships.  |

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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:

- Evidence of attainment of stated competencies at the relevant Level (as per the attached)
- Basic keyboard/computer skills
- Ability to work effectively within a busy environment with competing demands
- Excellent interpersonal skills
- Demonstrated problem solving skills
- Positive and enthusiastic approach to work
- Demonstrated initiative, innovation and flexibility in practice
- Professional demeanour
- Meets the statutory and organisational requirements for working with children, as per the Vulnerable Children Act 2014 and MidCentral District Health Board policy, including a satisfactory police check and other safety checking processes.

### Essential Qualifications:

- Registered Medical Radiation Technologist with current practising certificate
- An MRTB recognised sonographer qualification

### Position/ Specialty-specific Competencies:

- Core Skills (at time of organisational orientation)

## GENERIC COMPETENCY REQUIREMENTS: PERFORMANCE MEASURES FOR LEVELS OF PRACTICE

| Competency    | Behaviour  | Performance Measure   |
|---------------|--|---|
| Communication | Relates to staff and patients in a manner that is open, appropriate, effective and professional. | <ul style="list-style-type: none"> <li>• Demonstrates, in a professional manner, respect for all others in clinical and professional situations and interactions.</li> <li>• Complies with all legislation, particularly in relation to Confidentiality and Privacy.</li> <li>• Communicates information upwards effectively providing feedback and advice on clinical information issues within the team that are impacting on effectiveness of the service.</li> <li>• Represents the team as required and liaises with external agencies, and other service lines and departments within MidCentral Health.</li> <li>• Uses appropriate interactions with patients, public, and peers in a range of clinical settings and situations.</li> <li>• Communicates with individuals and groups in a role which facilitates understanding and learning.</li> <li>• Attends meetings as appropriate, represents staff, feeds back and facilitates staff involvement in initiatives.</li> <li>• Demonstrates good listening skills, accurately interprets meaning and takes action that reflects complete understanding of the message communicated.</li> <li>• Patients and referrers are afforded prompt, courteous attention with due regard to their dignity and in a manner that gives them confidence in the service provided</li> </ul> |

| Competency                  | Behaviour  | Performance Measure   |
|-----------------------------|--|---|
| Professional Responsibility | Consistently practises in accordance with and educates others in relevant legislation, codes, regulations, established MDHB Policy, procedures, guidelines and Scopes of Practice. | <ul style="list-style-type: none"> <li>• Demonstrates knowledge and understanding of the Service.</li> <li>• Complies with agreed clerical, technical and clinical quality standards, policies, procedures and guidelines.</li> <li>• Ensures that complaints received are immediately forwarded to the Team Leader.</li> <li>• Assists when appropriate with responses to complaints.</li> <li>• Complies with legislation and codes of safe practice in all aspects of work.</li> <li>• Complies with the professional Code of Ethics in practice.</li> <li>• Demonstrates commitment to professional responsibility and accountability.</li> <li>• Understands MidCentral Health Code of Patient's Rights Policy and assures service provision is in accordance</li> <li>• Consistently obtains informed consent prior to commencing an examination, in accordance with MidCentral Health &amp; Medical Imaging Policy.</li> <li>• Practices within the Scope of Practice as prescribed by the MRTB.</li> <li>• Is enrolled actively with a recognized CPD programme.</li> <li>• Has an understanding of public health care trends and Medical Imaging's role within current health care initiatives.</li> </ul> |

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| Competency             | Behaviour   | Performance Measure  |
|------------------------|---|--|
| Professional Judgement | Makes professional judgements that promote and role model excellence in patient care and provision of clinical standards. Seeks professional assistance and takes appropriate action as required. | <ul style="list-style-type: none"> <li>• Responds appropriately to an assessment of a patient's physical and psycho-social condition.</li> <li>• Demonstrates an ability to carry out basic patient care skills.</li> <li>• Reacts appropriately in an emergency situation</li> <li>• Makes decisions, appropriate to level of competence and experience, based on clinical knowledge with due regard for patient care and safety.</li> <li>• Demonstrates the ability to reprioritise or adapt work practice according to sudden/unexpected team need/demand</li> <li>• Assists with prioritising and allocation of workflow so that patient appointments are adhered to and receive attention, within appropriate timeframes.</li> <li>• Demonstrates the ability to make decisions and accepts accountability for these decisions accordingly</li> <li>• Shows judgement as to when to seek advice and/or assistance</li> </ul> |

| Competency        | Behaviour   | Performance Measure  |
|-------------------|---|--|
| Health and Safety | 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> <li>• Is able to apply MidCentral District Health Board’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 the District Health Board’s incident reporting system.</li> <li>• Actively participate in the District Health Board’s health and safety programmes, through input into meetings and feedback through committee structures.</li> <li>• Demonstrates knowledge of and applies principles of health and safety relative to safe practice and has signed these relevant documents accordingly.</li> <li>• Is aware of and applies MCH emergency procedures, location of safety equipment and its use.</li> <li>• Maintains a safe working environment from chemical hazards.</li> <li>• Maintains a safe working environment from physical hazards.</li> <li>• Maintains an electrically safe environment in the workplace.</li> <li>• Applies MI Procedures regarding               <ol style="list-style-type: none"> <li>1. -Patient identification</li> <li>2. -Pregnancy status</li> <li>3. -Procedure justification</li> <li>4. -Correct labelling of examinations</li> </ol> </li> <li>-Appropriate use of radiation protection</li> <li>• Maintains a safe working environment from radiation hazards. Collaborates with the team and experts to ensure a safe environment for practice and care.</li> </ul> |

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| Competency          | Behaviour  | Performance Measure  |
|---------------------|--|--|
|                     |  | <p>Particular emphasis on radiation protection and compliance with NRL C5 and its quality assurance provisions.</p> <ul style="list-style-type: none"> <li>• Effective Hazard ID, audit and environmental review occur, risks are identified and action taken and documented in consultation with the Q MRT.</li> <li>• Demonstrates work practice that reflects that the Infection Control Policies and Procedures have been read and applied.</li> <li>• Has current core skills certification</li> <li>• Follows the accident/incident procedure</li> </ul>   |
| Quality Improvement | Recognises opportunities to improve service delivery and practises consistently in a way that promotes optimal patient care, technical excellence and clinical safety. | <ul style="list-style-type: none"> <li>• Identifies and consistently works towards and/or assists with input into achievement of organisational and team Vision, Goals &amp; Objectives.</li> <li>• Consistently incorporates quality improvement principles into practice, ensuring that changes to clinical, clerical and technical practice are based on: <ul style="list-style-type: none"> <li>▪ quality improvement activity reports</li> <li>▪ customer feedback</li> <li>▪ contractual/legislative changes</li> <li>▪ accepted procedural changes</li> <li>▪ valid research findings</li> <li>▪ accreditation audits</li> <li>▪ peer review</li> </ul> </li> <li>• Is aware of and works towards the “Shared Approach to Work Principles”.</li> <li>• Recognises opportunities for service improvement and recommends these at appropriate forums.</li> <li>• Understands the requirements of accreditation and assists where appropriate to maintain accreditation status.</li> </ul> |

| Competency                                   | Behaviour  | Performance Measure  |
|--|--|--|
| Management of the environment                | Promotes an environment which maximises patient safety and utilises resources appropriately.   | <ul style="list-style-type: none"> <li>• Is aware of and applies preparation procedures for a range of examinations.</li> <li>• Selects and demonstrates effective and safe use of all equipment.</li> <li>• Demonstrates the safe and effective use of processing equipment including processors, films, chemicals and chemical mixers.</li> <li>• Utilises MCH Information Systems network appropriately and effectively.</li> <li>• Utilises MI Radiology Information System (RIS) effectively.</li> <li>• Demonstrates recognition of equipment faults and responds appropriately.</li> </ul>  |
| Cultural Safety Skills<br>Treaty of Waitangi | <p>Consistently applies the principles of cultural safety in own practice, implements MDHB cultural safety Policies by being proactive in ensuring provision of a culturally safe environment for patients and colleagues.</p> <p>Has Treaty of Waitangi knowledge and application.</p>                            | <ul style="list-style-type: none"> <li>• Recognises the Tangata Whenua of Aotearoa (NZ) and Te Tiriti O Waitangi (Treaty of Waitangi).</li> <li>• Consistently applies the principles of cultural safety in own practice, implementing MCH Cultural Safety Policies and assisting colleagues with these.</li> <li>• Has knowledge and understanding of the Treaty of Waitangi and its application in Health in terms of the articles and principles.</li> <li>• Has attended the MCH Treaty of Waitangi education.</li> </ul>  |
| Professional Development                     | <p>Undertakes responsibility for own professional development and contributes to the development and recognition of professional practice through evaluation and maintenance of ongoing professional growth, post registration.</p> <p>Participates actively in set and self-directed professional development</p> | <ul style="list-style-type: none"> <li>• Maintains own professional development and updates knowledge.</li> <li>• Articulates values, beliefs and assumptions that underpin own practice.</li> <li>• Recognises own level of competence, evaluates own practice and identifies direction for ongoing professional development, seeking support from colleagues in developing own practice.</li> <li>• Maintains a CPD folder and/or portfolio</li> <li>• Participates in programmes and processes that develop both individuals and the team professionally including staff meetings, film reviews, education sessions and clinical meetings.</li> </ul> |

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| Competency               | Behaviour   | Performance Measure   |
|--------------------------|---|---|
|                          | activities.   | <ul style="list-style-type: none"> <li>• Is aware of and uses relevant literature to enhance personal practice.</li> <li>• Competencies and training assessment tools are completed and up to date.</li> </ul>  |
| Interprofessional Skills | Understands the complexity of the multi-disciplinary environment and particularly the importance of effective team relationships. | <ul style="list-style-type: none"> <li>• Forms effective links and positive working relationships with the relevant staff external to the department.</li> <li>• Participates in evaluation of students both UCOL and/or postgraduate.</li> <li>• Participates in cross-functional linkages with other patient / service lines to enable improved patient outcomes to be achieved.</li> <li>• Actively participates as a member of the team in team development and other relevant activities</li> <li>• Demonstrates commitment to being responsive and accessible to senior staff.</li> <li>• Has an understanding of the various roles of health professionals within the service and in other lines which support the continuum of patient care.</li> </ul> |

## Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. MDHB 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, enquiry 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 Medical Imaging and to move around other departments at Palmerston North Hospital.
- A high degree of physical capacity is required, as the work is physically demanding involving standing, walking, sitting, stretching, twisting, bending and lifting/moving weights up to and above 15 kilograms. (Stature extremes may increase hazard of shared activities).
- Manual dexterity sufficient to operate a variety of specialised equipment used in Medical Imaging, and the use of clerical items including computer.
- Visual ability sufficient to read, write/record, operate equipment, safely read medications, monitor equipment and patient status enabling accurate performance of essential job duties.
- Hearing and speech sufficient to communicate with patients and co-workers, monitor patient status and equipment, recognise impending emergencies relating to patients and equipment, and hear emergency alarms.
- A high degree of mental concentration is required.
- Ability to undertake repetitive activities involved in writing, recording, filing.
- Skin should not be fissured, scaly, cracked on hands, forearms, face or neck.
- Skin condition should allow frequent contact with water, soap/disinfectant soap, cleaning chemicals, other chemicals and latex rubber.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than in daily living.
- Freedom from infection or colonisation with MRSA.
- The appointee's health condition should not result in undue hazard to clients or others as a result of any health condition. (Note MidCentral District Health Board Policy for Work Restriction of Staff with infectious conditions. Note Skin Lesion Section)
- Must be able to function under rapidly changing and demanding conditions.

## Sonographer – Scope of Practice

(Under the Health Practitioners Competence Assurance Act 2003)

### 1. Diagnostic Imaging - General

Qualification: Medical radiation technologists registered in diagnostic imaging have a minimum of an MRTB approved undergraduate degree in medical diagnostic imaging

### 2. Radiation Therapy

Qualification: Medical radiation technologists registered in radiation therapy have a minimum of an MRTB approved undergraduate degree in radiation therapy

### 3. Diagnostic Imaging - Nuclear Medicine

Qualification: Medical radiation technologists registered in nuclear medicine have a minimum of an MRTB approved undergraduate degree in medical diagnostic imaging and an MRTB recognised postgraduate diploma in nuclear medicine

### 4. Diagnostic Imaging - Ultrasound

Qualification: Practitioners who undertake ultrasound examinations will have a minimum of an MRTB approved undergraduate degree and an MRTB recognised postgraduate qualification in ultrasound

### 5. Diagnostic Imaging - Magnetic Resonance Imaging

Qualification: Medical radiation technologists registered in magnetic resonance imaging have a minimum of an MRTB approved undergraduate degree in medical diagnostic imaging and an MRTB recognised postgraduate qualification in magnetic resonance imaging

## Conditions of Appointment

### EMPLOYMENT AGREEMENT

#### APEX AND SOUTH OF AUCKLAND DISTRICT HEALTH BOARDS SONOGRAPHERS COLLECTIVE AGREEMENT

The Collective Agreement which covers the work of this position is the APEX and South of Auckland District Health Boards Sonographers 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.

#### PSA & DHB MULTI-EMPLOYER COLLECTIVE AGREEMENT FOR PUBLIC, ALLIED AND TECHNICAL HEALTH EMPLOYEES, LOWER NORTH ISLAND

However, the Public, Allied and Technical Health Employees Collective Employment Agreement also contains provision for sonographers 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 District Health Board's policies and appropriate legislation.

The appointment is permanent but may be terminated by four weeks' notice in writing by either party. 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 applicable to the relevant Collective 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 hours 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 District Health Board, 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.

### TREATY OF WAITANGI

MidCentral District Health Board 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

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

### SMOKE FREE ENVIRONMENT

MidCentral District Health Board provides smoke-free workplaces that protect the health and comfort of employees, patients/ clients, contractors, volunteers and visitors. All buildings, grounds and vehicles

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owned, occupied or leased by MidCentral District Health Board 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 District Health Board has a Code of Conduct that sets out the standards of performance and conduct required of employees. Employees of MidCentral District Health Board 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 State Services Commissioner.

### ‘SHARED APPROACH TO WORK PRINCIPLES’

*Developing a shared approach to working together*

It is important that MidCentral District Health Board 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 District Health Board 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 District Health Board. All employees have a responsibility to comply with the requirements of the Privacy Act 1993 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 District Health Board 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 District Health Board’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.

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### **POLICE CLEARANCE/ CHECK(S)**

Some appointments at MidCentral District Health Board 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 District Health Board employees may be required to undergo police and/ or other vetting procedures, and all staff will be required to participate in this process.

MidCentral District Health Board 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**

Due to the this role having contact with children and MidCentral District Health Board'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.

### **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).

*\*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 District Health Board's appointment and review procedures.*



## MidCentral DHB's Values and Behaviours

All employees of MidCentral District Health Board 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 DHB'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

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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.

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## Appendix B – MidCentral DHB’s Strategy

# WE ARE COMMITTED TO

**Ka ū tā mātou mahi**



### 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*

### WE WILL BE

*Compassionate      Respectful  
Courageous      Accountable*

**Ka pēnei mātou**

*Ka whai aroha      Ka whai ngākau  
Ka mātātoa      Ka noho haepapa*

### 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 takitahi 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 ngaio*

*Kia tōkeke ngā hua mō ngā hapori katoa*

### WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

**People      Partners      Information      Stewardship      Innovation**

**Ka eke angitu mātou mā**

*Ō mātou iwi      Ō mātou hoa mahi      Te whakamōhio      Te tiaki      Te auaha*