



Te Marae Ora (TMO) Ministry of Health  
 GOVERNMENT OF THE COOK ISLANDS

PO Box 109, Rarotonga Cook Islands Phone (682) 29664 Fax (682) 23109 www.health.gov.ck

**POSITION SUMMARY**

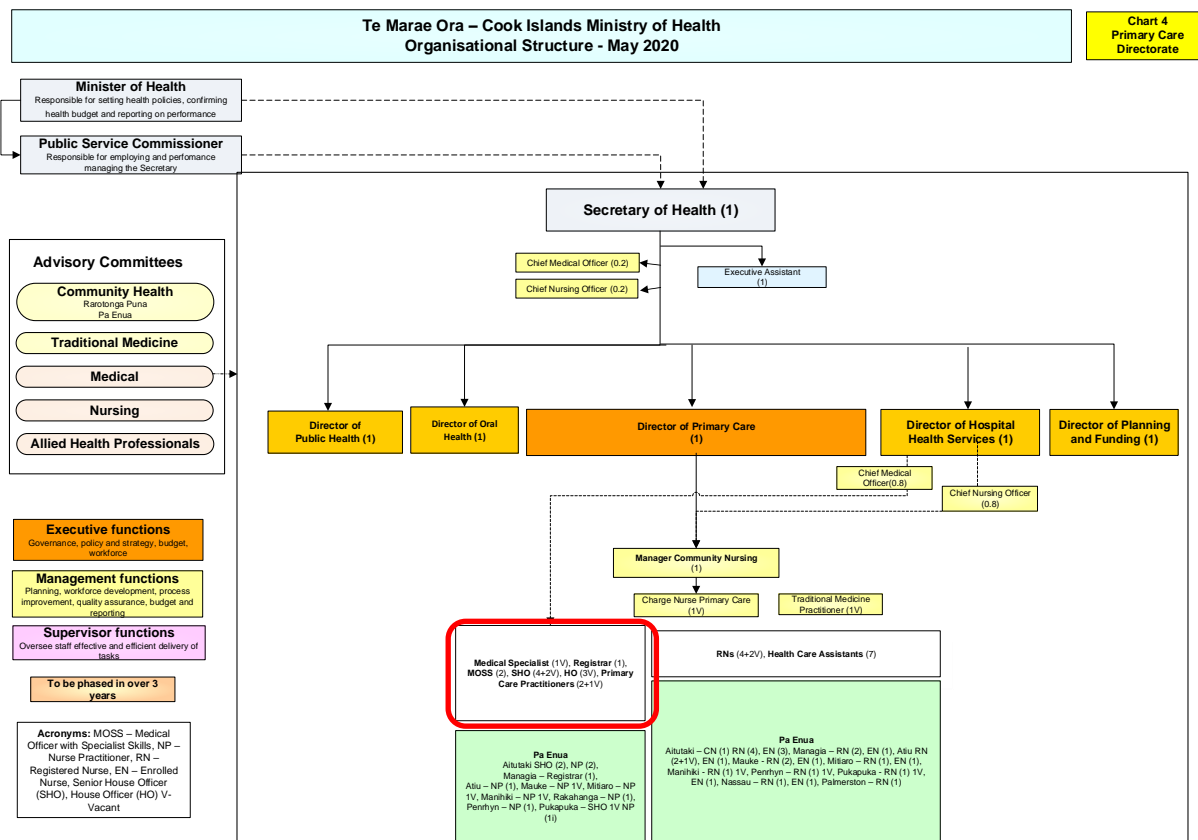
<b>Job Title:</b>	Medical Specialist
<b>Division:</b>	Primary Care Health
<b>Responsible To:</b>	Director Primary Care and Chief Medical Officer (CMO)
<b>Responsible For:</b>	3-25 staff
<b>Job Purpose:</b>	This role leads the design and delivery of health care services in a specialist area. The role is responsible for leading and managing other clinicians to provide excellent health care to ensure accurate assessments and diagnosis of patients presenting to a hospital, community health clinic or health centre for acute or chronic care. This role works collaboratively with other local Medical Specialists, Health Specialists, Registrar's, Senior House Officers and House Officers, including nurses and allied health staff to provide quality care for patients in hospital and community settings.
<b>Job Classification:</b>	J – T7 Leading Expert
<b>Date updated:</b>	May 2020

**AGENCY VISION**

**Vision:** All people living in the Cook Islands living healthier lives and achieving their aspirations.

**Values:** Respect, People focused, Equity, Quality, Integrity and Accountability

**ORGANISATIONAL STAFFING STRUCTURE**



## KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (max. of 6) Job Holder is accountable for:	Key Performance Indicators ( <i>SMART</i> ) Job holder is successful when:
<p><b>Leadership and management</b></p> <ul style="list-style-type: none"> <li>• Nurture a workforce culture to embrace the Public Service and TMO values</li> <li>• Oversee the performance management of staff, and ensure appropriate actions taken to reward or improve performance</li> <li>• Support training and professional development opportunities for staff</li> <li>• Investigate and resolve employment disputes between staff</li> <li>• Ensure division achieves its objectives within budgetary and time limits</li> <li>• Support process improvements that promote operational excellence</li> <li>• Provide reports to the Director and CMO and perform other duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Committed staff embrace Public Service and TMO values</li> <li>• Exceptional performers are rewarded and others are placed on performance improvement plans</li> <li>• Competent and motivated staff</li> <li>• Employment disputes resolved in a professional and timely manner</li> <li>• Directorate performs within budget</li> <li>• Directorate is effective and efficient</li> <li>• Quality reports are submitted in a timely manner and Directorate and TMO achieves its objectives</li> </ul>
<p><b>Strategic and operational excellence</b></p> <ul style="list-style-type: none"> <li>• Lead the development of strategic and business plans and support Clinicians to plan, execute, monitor and evaluate policies, plans and services</li> <li>• Ensure evidence-based protocols and guidelines promote quality clinical care</li> <li>• Ensure health information systems are robust to inform clinical practice and care</li> <li>• Ensure areas for improvement in clinical audits/quality reviews are implemented</li> <li>• Monitor patient referrals across locations and service areas</li> <li>• Engage with key stakeholders to plan, design and deliver excellent services</li> <li>• Maintain professional integrity by delivering functions in adherence to Government policies and legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Quality plans and services implemented, monitored, evaluated</li> <li>• Best practice clinical protocols and care</li> <li>• Robust health information systems</li> <li>• Excellent clinical practice and care</li> <li>• Seamless patient care across hospital/community settings and health systems</li> <li>• Effective partnerships are maintained to strengthen capacity and capability</li> <li>• Staff adhere to policies and legislation</li> </ul>
<p><b>Clinical services</b></p> <ul style="list-style-type: none"> <li>• Ensure patients are prioritised according to need and appointments are honoured</li> <li>• Provide sound clinical advice on complex medical problems and services for the patients care and follow up as required</li> <li>• Consult other specialists who may have medical interests in the same patients, including GPs who referred patients</li> <li>• Monitor the skills of Registrars and House Officers under supervision to maintain best practice in specialist areas</li> </ul>	<ul style="list-style-type: none"> <li>• Patient consults run effectively</li> <li>• Quality advice and patient care provided in a timely manner</li> <li>• Strong relationships with medical specialists maintained</li> <li>• Engaged Clinicians (Registrars, Senior House Officers and House Officers)</li> </ul>

<p><b>Quality care</b></p> <ul style="list-style-type: none"> <li>• Assess patients with acute presentation, diagnose complex health problems and develop treatment plan for management</li> <li>• Work with clinicians, nurses and allied health staff to ensure quality patient care in hospital and community settings</li> <li>• Lead Ward rounds to monitor patient progress and ensure treatment plans remain effective</li> </ul>	<ul style="list-style-type: none"> <li>• Responsive medical services and patient care</li> <li>• Excellent comradeship maintained among health professionals to ensure quality patient care</li> <li>• Clinical practice and patient care continuously improved</li> </ul>
<p><b>Chronic disease management</b></p> <ul style="list-style-type: none"> <li>• Assess and treat patients with complex and chronic e.g. NCDs diseases and complex co-morbidities</li> <li>• Ensure highest quality of care is provided for patients with chronic diseases</li> <li>• Ensure follow up and management of discharged patients</li> <li>• Practice and promote holistic clinical management in line with best practice or evidence-based guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Quality care for patients with complex and/or multiple morbidities</li> <li>• Effective NCD patient management provided in hospital settings</li> <li>• Monitoring of discharged patients</li> <li>• Quality holistic care provided</li> </ul>

### WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Utilise evidence-based critical thinking to improve clinical practice and patient care
2	Resolve internal conflict and external complaints in a professional and timely manner
3	Assess, diagnose and treat patients with complex health issues and secure further specialist advice/care from overseas
4	Ensure clinical protocols, guidelines and standards reflect modern clinical practice
5	Ensure the best patient outcomes despite operating in resource constrained settings

### AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

<b>Financial</b>	Nil
<b>Staff</b>	Recommend the recruitment, remuneration, training and termination of staff to the CMO
<b>Contractual</b>	Nil

## FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
TMO Executive and Managers	Patient care, referrals and reports <i>(Influencing-Medium)</i>	Patients and Health Specialists	Patient care, clinical practice <i>(Interact/serve)</i>
Clinicians, nurses, allied health, public health	Training, patient care, clinical practice <i>(Influencing-Medium)</i>	Health Professional Councils	Registration, review, investigation <i>(Interact/Serve)</i>
Planning and Funding staff	Report, payroll, medico-legal, health information systems <i>(Liaising-Medium)</i>	Government Agencies	Medical cases <i>(Interact/Serve)</i>
		Public and communities	Services <i>(Interact/Serve)</i>
		International health professional organisations/tertiary institutions	Research, clinical practice <i>(Promote/Represent)</i>

## QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> <li>• Bachelor of Medicine and Surgery (i.e. MBBS, MBChB)</li> <li>• Masters in specialist area</li> <li>• Current Annual Practising Certificate</li> <li>• Current Resuscitation and Emergency Care (CORE Advanced Certificate)</li> </ul>	<ul style="list-style-type: none"> <li>• Post graduate qualification in specialist field</li> <li>• Doctorate in specialist field</li> </ul>

## EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> <li>• Minimum 10 years' senior clinical experience in specialist field</li> </ul>	<ul style="list-style-type: none"> <li>• Over 10 years' senior clinical experience in a specialised field</li> </ul>

## KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> <li>• Strategic health policies and legislation</li> <li>• Ability to design, implement, monitor and evaluate evidence-based strategic and operational plans</li> <li>• Ability to lead, manage, train, mentor, coach and counsel staff to perform</li> <li>• Ability to influence and negotiate with others to provide resources for health services</li> <li>• Engage and build trust with people, communities and key stakeholders</li> </ul>
Advanced	<ul style="list-style-type: none"> <li>• Ability to administer health and government legislation e.g. Health Act, Public Health Act, MFEM Act, PS Act, PERCA Act and Official Information Act</li> <li>• Excellent written and spoken Cook Islands Maori and English</li> <li>• Excellent people, interpersonal and communication (written/verbal) skills</li> <li>• Excellent risk communication skills and ability to speak confidently in public</li> <li>• Ability to develop operational policies, protocols and guidelines</li> <li>• Analyse situations, apply critical thinking and implement solutions in the provision of health services</li> <li>• Ability to manage complex health issues with limited resources</li> <li>• Ability to troubleshoot difficulties encountered in patient treatments and implement appropriate solutions</li> <li>• Ability to counsel health system users experiencing emotionally trying health care situations/trauma</li> <li>• Ability to mediate problems between staff to achieve agreeable outcomes</li> <li>• Ability to complete written/verbal reports to a high degree of accuracy</li> <li>• Ability to contribute to the body of knowledge in health specialist fields</li> <li>• Excellent use of computers, software (Microsoft Office) and health information systems</li> </ul>
Working	<ul style="list-style-type: none"> <li>• Ability to articulate TMO's vision and values through service delivery</li> <li>• Keep up to date with evidence and trends in healthcare service delivery</li> <li>• Health system operations and services in hospital and community settings</li> <li>• Ability to lift and move patients, including very heavy people, without causing pain, injury or distress to the patient or self</li> <li>• Ability to manage and account for any patient charges or budget allocations that apply</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Political issues associated with health care in the country</li> <li>• National strategic plans and policies and relation to health</li> <li>• Regional and global health, social and economic developments</li> <li>• Role of media and risks of misinformation misleading the public</li> </ul>

## CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

**Approved:**

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Secretary of Health

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Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date