



**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

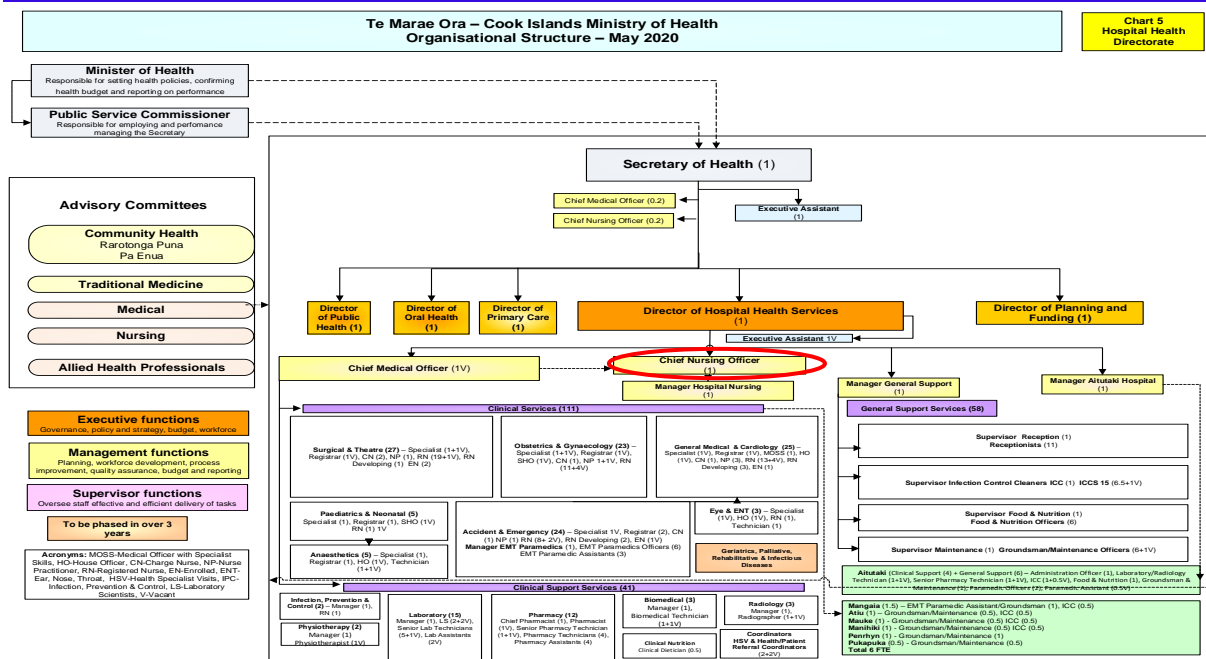
Job Title:	Chief Medical Officer
Division:	Hospital Health
Responsible To:	Director Hospital Health
Responsible For:	>70 Clinical and Clinical Support (Allied Health) staff
Job Purpose:	At a strategic level (0.2FTE), this role contributes to the design and delivery of clinical and clinical support services for Te Marae Ora (TMO) Ministry of Health on a 24/7 basis. This role provides high-level clinical advice to the Secretary of Health (SOH) and Executive. At an operational level (0.6FTE), this role oversees and monitors the delivery of quality clinical and allied health services and ensures health professionals engage in professional development to meet clinical competency, performance, and professional standards. This role also includes the provision of clinical services (0.2 FTE) to strengthen service delivery.
Job Classification:	K – L8 Function Manager
Date updated:	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 (SMART) Job Holder is successful when:
<p>Leadership and management</p> <ul style="list-style-type: none"> • Nurture a workforce culture to embrace the Public Service and TMO values • Oversee the performance management of staff, and ensure appropriate actions taken to reward or improve performance • Support training and professional development opportunities for staff • Investigate and resolve employment disputes between staff • Ensure divisions achieve their objectives within budgetary and time limits • Support process improvements that promote operational excellence • Provide reports to the Director/Secretary and perform other duties as required 	<ul style="list-style-type: none"> • Committed staff embrace Public Service and TMO values • Exceptional performers are rewarded and others are placed on performance improvement plans • Competent and motivated staff • Employment disputes resolved in a professional and timely manner • Directorate performs within budget • Directorate is effective and efficient • Quality reports are submitted in a timely manner and Directorate and TMO achieves its objectives
<p>Strategic and operational excellence</p> <ul style="list-style-type: none"> • Lead the development of strategic and business plans and support Clinicians or Managers to plan, execute, monitor and evaluate policies, plans and services • Ensure health information systems are robust and inform quality care, decision making and reporting • Oversee the financial, information, risk and asset management of the directorate • Engage with stakeholders to plan, design and deliver excellent services • Maintain professional integrity by delivering functions in adherence to Government policies and legislation 	<ul style="list-style-type: none"> • Quality plans and services implemented, monitored, evaluated • Quality health information systems and accurate data and reports • Unmodified financial audit report, mitigated risks and well managed assets, systems and processes • Effective partnerships are maintained to strengthen capacity and capability • Staff adhere to policies and legislation
<p>Clinical services</p> <ul style="list-style-type: none"> • Ensure clinical protocols reflect best practice and efficient resource use • Effective implementation of TMO Emergency Response and Disaster Risk Management Plans • Ensure clinical services and systems are responsive to patient needs • Oversee the regulation of medical and allied health practice and conduct • Implement TMO Workforce plan to ensure quality services and continuity 	<ul style="list-style-type: none"> • Clinical protocols and guidelines are implemented effectively • TMO Emergency and Disaster plans implemented effectively • Quality patient care • Competent health professionals performing successfully • TMO Clinical Workforce plan implemented effectively
<p>Clinical support services</p> <ul style="list-style-type: none"> • Oversee review and implementation of clinical protocols for allied health services • Oversee control of essential medicines, consumables and controlled drugs lists • Ensure diagnostic services are responsive • Ensure rehabilitate services support patient recovery and quality of life • Oversee safe transfer of patients to access secondary and tertiary care between health systems - national and international 	<ul style="list-style-type: none"> • Quality allied health practice/services: pharmacy; laboratory; radiology, physiotherapy, biomedical etc... • Effective inventory controls over pharmaceuticals and consumables • Effective laboratory, radiology and biomedical services • Effective rehabilitative services • Patient Referral policy is implemented effectively • HSV's run efficiently and effectively

<ul style="list-style-type: none"> • Oversee quality implementation of health specialists visits (HSV) in country • Ensure all medical equipment is well maintained and available to use • Ensure infection, prevention and control (IPC) function prevents or eliminates disease outbreaks 	<ul style="list-style-type: none"> • Biomedical services maintain fully functional medical equipment • Effective IPC protocols prevent and reduce spread of infectious diseases or outbreaks
<p>Clinical leadership</p> <ul style="list-style-type: none"> • Oversee the conduct of clinical and allied health staff to ensure they comply with relevant health professional requirements • Lead clinicians and allied health staff to meet clinical professional competency requirements • Maintain effective professional networks with national/international organisations, to enhance clinical capability and services • Promote postgraduate education and practice through learning opportunities 	<ul style="list-style-type: none"> • Clinicians and Allied health staff meet relevant health professional requirements • Clinical and Allied health professionals meet competency standards and code of conduct • Effective partnerships with national and international organisations to strengthen clinical capability/services • Postgraduate training and education supported for clinicians and allied health staff
<p>Workforce development</p> <ul style="list-style-type: none"> • Oversee the implementation of the TMO Workforce Plan for nursing staff • Support training and education for staff to lift competencies • Investigate patient complaints to improve practice and behaviours • Investigate disputes between staff to achieve agreed outcomes • Oversee the performance management of all staff to ensure appropriate actions are taken to reward/improve performance 	<ul style="list-style-type: none"> • Workforce succession planning • Training and education opportunities resourced and implemented • Investigations completed in a professional and timely manner • Employment disputes resolved in a professional and timely manner • Performance management implemented effectively with excellent performers recognised or rewarded, and others placed on performance improvement plans
<p>Health sector responsiveness</p> <ul style="list-style-type: none"> • Ensure a holistic, patient and family centred, quality improvement and patient safety approach to nursing • Support timely and effective emergency services operations - call outs, triage, assessment and treatment • Oversee training of nurses to implement TMO Emergency Response and Disaster Risk Management plans 	<ul style="list-style-type: none"> • Clinical/Allied Health services are quality, safe and focus on patients, families and caregivers • Clinical/Allied Health protocols support responsive emergency services • Emergency and Disaster response plans regularly tested and implemented effectively
<p>Information and stakeholder management</p> <ul style="list-style-type: none"> • Ensure patient information is accurately documented, kept confidential and collated to reporting • Utilise health information systems and technology to improve service delivery • Develop relationships with stakeholders and development partners to support the effective delivery of nursing services • Identify, scope and prepare proposals to secure technical assistance requirements to meet service delivery gaps 	<ul style="list-style-type: none"> • Patient records maintained correctly and confidentially, for accurate reporting • Improved service delivery with better health information systems • Effective development of relationships with stakeholders to support nursing service improvements • Technical assistance secured to improve capability and services

WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Ensure compliance with Health and other legislation (Public Health, Medical and Dental, Nurses, Narcotics and Misuse of Drugs etc.) and regulations (IHR, Notifiable Conditions, Pharmacy and Therapeutic Products, Mental Health etc.)
2	Ensure compliance with clinical protocols and guidelines, and infection prevention control (IPC) protocols across health system
3	Research evidence-based solutions to address health issues and strengthen health systems, clinical practice and service delivery
4	Oversee the recruitment and management of clinicians and allied health staff across the health system
5	Develop innovative ways to implement quality clinical services with limited resources
6	Show empathy for patients/families dealing with difficult or traumatic health event

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff.

Financial	No
Staff	Recommend recruitment, remuneration, training and termination of staff to the Director of Hospital Health and Secretary of Health
Contractual	N/A

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	Strategic advice, planning, budget, workforce development, reporting <i>(Persuading-Medium)</i>	General public Government agencies	Service delivery Reporting, Policy implementation, <i>(Promote/represent)</i>
Clinical Doctors/Nurses/ Allied Health/ General Support	Service delivery, performance improvement, training, remuneration, employment relations <i>(Persuading-Medium)</i>	Health Professional Councils	Registration, review and investigation <i>(Interact/Serve)</i>
Primary Care/Oral Health/Public Health staff	Protocols/Services <i>(Persuading-Medium)</i>	Tertiary training providers	Staff training and development <i>(Promote/represent)</i>
Planning and Funding staff	Policy, planning, payroll, training and disputes, budget, inventory/asset/financial management, reporting <i>(Persuading-Medium)</i>	Suppliers	Procurement of medical equipment and supplies <i>(Promote/represent)</i>
		Regional, international health organisations	Planning, policy reporting and technical assistance <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"> Bachelor in Medicine and Surgery Master's in Clinical Specialist area Current Annual Practicing License Current Resuscitation and Emergency Care (CORE Advanced Certificate) 	<ul style="list-style-type: none"> Post graduate qualification in Clinical Specialist area Doctorate in Clinical Specialist area

EXPERIENCE

Essential:	Desirable: (for recruitment purposes)
<ul style="list-style-type: none"> Minimum of 15 years in senior clinical leadership role in clinical specialist area 	<ul style="list-style-type: none"> Over 15 years in senior clinical leadership role in clinical specialist area

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

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

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:

Secretary of Health

Date

Employee

Date