

MEDICAL COUNCIL OF NEW ZEALAND

JOB DESCRIPTION

POSITION:	Professional Standards Coordinator Individual members of the Professional Standards Team will be allocated roles according to requirements of the team and individual skills and interest.
REPORTS TO:	Team Manager - Professional Standards

JOB PURPOSE	<ul style="list-style-type: none">• To work within the Professional Standards team and across the organisation to facilitate Council's complaints and investigation processes• To work within the Professional Standards team and across the organisation to be responsible for efficiently and effectively carrying out some education and accreditation functions of the Council.• To contribute to the overall operational responsibilities of the Professional Standards team, including risk assessment and management.• To contribute to the development and implementation of new projects as required.
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LIMITATIONS ON AUTHORITY	<ul style="list-style-type: none">• Subject to delegation by CEO, within Council policies.• All expenditures to be within approved budget, unless prior approval given by CEO.• Compliance with the Health Practitioners Competence Assurance Act (HPCAA), and with Medical Council policies and procedures.• The position is subject to the non-disclosure agreement relating to confidential information.
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ACCOUNTABILITIES AND TASKS (What does the job require?)	MEASURES OF PERFORMANCE (How will you know you are successful?)
COMPLAINTS – GENERAL	
<p>Receive written and informal referrals/complaints/ enquiries and ensure that the appropriate action is taken in a timely manner.</p> <p>Receive and process Health and Disability Commissioner (HDC) opinions & ACC Notifications of Harm, Director of Proceedings (DoP) and Health Practitioners Disciplinary Tribunal (HPDT) outcomes.</p> <p>Listen to informal referrals/complaints and use judgment in responding and acting in accordance with the HPCAA and Council guidelines.</p> <p>Identify and manage self stress created by responding to complaints.</p>	<ul style="list-style-type: none"> • Written complaints acknowledged within 5 working days of receipt and complaints forwarded to the HDC within 5 working days of receipt. • Provide accurate information to lawyers, complainants, and external organisations. • Accurately log phone calls and correspondence. Return telephone calls within 24 hours.
<p>Determine the issues in the complaint/referral, summarise the concerns on the Council's Complaints Triage Team (CTT) cover sheet and prepare materials for circulation to CTT.</p> <p>Assess risk factors and exercise judgment in assessing whether a complaint creates risk of harm that requires urgent escalation.</p>	<ul style="list-style-type: none"> • Materials sent to CTT within 10 working days of receipt. • Complaints where there appears to be a risk of harm are acted on with priority. • Escalate appropriately to the Team Manager, the Deputy Registrar, Registrar and Difficult Case meetings.
<p>Liaise with health and registration teams as appropriate and when there are cross-team concerns and/or processes about particular doctors.</p>	<ul style="list-style-type: none"> • Queries are answered within 48 hours.
<p>Upload materials onto relevant programme to ensure availability to offsite staff.</p> <p>Organise and attend CTT meetings and accurately record the decision and reasons.</p>	<ul style="list-style-type: none"> • Uploaded 4 or 5 days previous to CTT date. • Ensure all information is presented within the Medsys database through the complaints procedure.
<p>Assist the Deputy Registrar and Registrar by contributing to establishing and implementing voluntary undertakings as required.</p>	<ul style="list-style-type: none"> • Assessing levels of risk of harm in relation to the health and safety of the public. • Priority attention required.

Maintain effective working relationships with Council agents, legal counsel, doctors, the public and all other stakeholders in relation to conduct and competence concerns.	
<p>Receive and act on Privacy Act requests, bringing knowledge of privacy principles and judgment to bear on making a draft disclosure.</p> <p>Ensure compliance with Privacy Act in all operations.</p>	<ul style="list-style-type: none"> • Disclosure made within 20 working days of receipt of request.
COMPLAINTS - CONDUCT	
<p>Manage conduct cases consistent with Council policies.</p> <p>Acknowledge concern and advise doctor of concern.</p> <p>Summarise and present case to Council with relevant papers.</p> <p>Draft detailed papers that accurately presents cases to Council with relevant background information and relevant attachments included.</p> <p>Implement Council policies and resolutions.</p>	<ul style="list-style-type: none"> • Logged within 5 working days of receipt. • Within 5 working days of receipt of doctor's response. • To the next Council meeting, provided all information is received 2 weeks in advance of the papers being submitted. • Interpretation and advice is based on sound reasoning. • No significant issues are subsequently found to have been overlooked. • Particulars and supporting information provided to Professional Conduct Committees (PCC), doctors and lawyers is accurate and complete.
<p>Select appropriate and formally appoint members to each PCC, taking into consideration time frames, geographical location and interpersonal issues.</p> <p>Manage consideration of challenge to membership.</p> <p>Maintain lists of PCC members.</p> <p>Recruit new members where appropriate.</p>	<ul style="list-style-type: none"> • Initiate within 5 working days of receipt of notice of a conviction or of Council decision in relation to complaint. • Lists of possible PCC members are accurate and up to date. • Liaise with colleges and Registrar to appoint new PCC members.
Draft the Particulars to go to the PCC, identify relevant information and send to the PCC legal adviser and PCC members.	<ul style="list-style-type: none"> • Legal adviser and PCC members receive all relevant material and are clear regarding the timeframes and action required from them.
Document PCC decisions and actions and present them back to Council.	

If a doctor has been convicted of an offence, write to the relevant Court to obtain a conviction notice.	<ul style="list-style-type: none"> Conviction notice obtained and actioned within 15 days of notification of conviction.
Maintain statistics related to case management.	
COMPLAINTS PERFORMANCE	
<p>Manage performance cases consistent with Council policies.</p> <p>Acknowledge concern and advise doctor of concern.</p> <p>Carry out interim processes prior to Council considering cases, i.e. send cases to the CTT for interim consideration of risk.</p> <p>Draft detailed papers that accurately presents cases to Council with relevant background information and relevant attachments included.</p> <p>Implement Council policies and resolutions.</p> <p>Arrange and coordinate performance assessments, educational programmes and execute any other Council resolutions in a timely manner.</p> <p>Liaise with Medical Adviser to draft Terms of Reference (ToR) for performance assessments and educational programmes.</p> <p>Maintain statistics related to case management.</p>	<ul style="list-style-type: none"> Logged within 5 working days of receipt. Within 5 working days of receipt of doctor's response. To the next Council meeting, provided all information is received 2 weeks in advance of the papers being submitted. Interpretation and advice is based on sound reasoning. No significant issues are subsequently found to have been overlooked. Information provided to Performance Assessment Committees (PACs), doctors and lawyers is accurate and complete.
<p>Manage consideration of challenge to TORs and membership.</p> <p>Select and appoint appropriate PAC members.</p> <p>Provide administrative support for PAC members and provide guidance regarding their roles and Council's protocols.</p> <p>Select and appoint appropriate educational supervisors or other mentors for doctors.</p> <p>Monitor doctors' compliance with competence programmes.</p> <p>Recruit new assessors where appropriate.</p> <p>Analyse case issues that arise and escalate to Team Manager, Deputy Registrar or Registrar as appropriate.</p>	<ul style="list-style-type: none"> Receive and monitor frequent reports and gain advice from Medical Advisers regarding progress made.

MANAGE DATABASE	
<p>Manage the placement of warning flags on the database as required:</p> <ul style="list-style-type: none"> - When a complaint is logged. - When a HDC decision is known but Council has not yet considered the matter. - When a PCC has determined that a charge should be laid with HPDT. - When a PCC has determined a referral to Competence or Health. - When a doctor is required to have a performance assessment. - When a doctor is under a competence programme. - When a registrar's warning is required. - When a risk of harm notice is issued. 	<ul style="list-style-type: none"> • Complaints warning flags placed on a doctor's file immediately if concerning information is received. • Warning flags correctly reflect the status of a complaint. • Flag removed within 2 working days of receiving information if no further action is required. • No inappropriate flags are found in the database during registration queries nor are registration decisions found to have been made for situations where a flag should have been placed on the system. • Ensure database is updated within 5 days.
<p>Set up conditions on database.</p> <p>Notify relevant New Zealand and overseas authorities of applied conditions and/or when removed.</p> <p>Monitor doctors' compliance with conditions on scope of practice in accordance with Council protocols.</p> <p>Receive and administer requests for changes to conditions on practice from doctors.</p> <p>Prepare detailed papers for Council.</p> <p>Correspond with relevant parties ensuring compliance is maintained.</p> <p>Organise independent checks of compliance when necessary including site visits.</p>	<ul style="list-style-type: none"> • Monitor as required or at least annually with practicing certificate renewal. • Appropriate action taken if non-compliance is suspected.
WORKSHOPS	
<p>Plan ahead for workshops that are part of your work:</p> <ul style="list-style-type: none"> - PAC - PCC - Educational Supervisors - Prevocational Educational Supervisors <p>Devise agenda items, arrange speakers, make bookings and carry out all administrative tasks.</p> <p>Plan and prepare own presentations.</p>	<ul style="list-style-type: none"> • Dates do not conflict with other relevant Council work. • Workshops are well attended, cost effective and run smoothly.

EDUCATION COMMITTEE SUPPORT	
Monitor internal and external stakeholder reports, submissions and information to ensure that the Education Committee deals with emerging issues which form part of its overall strategic objectives.	
Implement resolutions ensuring they are consistent with standing orders.	<ul style="list-style-type: none"> • Implemented as agreed within reasonable timeframe.
<p>Liaise as appropriate with Committee Chair.</p> <p>Develop strong working relationships with the members of the Education Committee and external stakeholders</p> <p>Respond appropriately to all queries about the Committee's work.</p>	<ul style="list-style-type: none"> • All telephone queries answered within 24 hours and written correspondence answered within 10 working days of receipt. • Quality and appropriateness of advice given based on Council policy. • Satisfaction of all parties involved with the manner of handling the query.
<p>Plan and arrange a minimum of four Committee meetings per annum.</p> <p>Prepare comprehensive committee papers, collate agenda items, prepare agenda and update schedules and matters arising for each meeting.</p> <p>Attend committee meetings, record and prepare minutes.</p> <p>Provide confirmed minutes to Council for its approval.</p>	<ul style="list-style-type: none"> • All meeting papers once peer reviewed to be uploaded not less than 10 days prior to the meeting • All minutes and papers to be prepared within 10 days of the meeting and circulated for checking by the Team Manager and the Chair of the Committee. • Minutes to be presented in full and judged to be clear, concise, up-to-date and accurate
PREVOCATIONAL ACCREDITATION	
Provide support for the yearly schedule of accreditation visits to ensure interns are receiving appropriate education, training and supervision.	

<p>Agree training provider visit schedule annually.</p> <p>Facilitate all hospital accreditation visits.</p> <p>Develop strong working relationships with visit team members and relevant hospital staff.</p> <p>Contribute to reports as required.</p>	<ul style="list-style-type: none"> • Engage with DHBs at least 9 months in advance. • All requirements noted in the policy manual are fulfilled within agreed time lines. • Feedback noted from: <ul style="list-style-type: none"> - unsolicited comments - solicited qualitative comments - formal survey (if required) • Completed reports available at next scheduled Education Committee and Council meetings.
<p>Liaise with DHBs in relation to mutual obligations as set out in section 5 of the Memorandum of Understanding (MOU) with District Health Boards (DHBs).</p> <p>Provide quarterly Resident Medical Officer (RMO) unit updates.</p>	<ul style="list-style-type: none"> • Sent out in the week preceding the end of each quarter (i.e. February, May, August, and November).
<p>Facilitate the prevocational educational supervisor recruitment and induction process.</p> <p>Ensure prevocational educational supervisor contracts are in place.</p> <p>Ensure efficient payment process.</p> <p>Maintain strong working relationship with prevocational educational supervisors and create goodwill.</p> <p>Maintain up to date list of prevocational educational supervisors.</p>	<ul style="list-style-type: none"> • Endeavour to ensure that appointments are made within 1 month of nomination receipt. • Consult with DHBs. • All contracts in place for each prevocational educational supervisor prior to appointment. • Endeavour to ensure claims are paid within 1 month of receipt of claim form. • Prevocational educational supervisors feel well informed on Council policies which impact on their tasks and roles. • Positive feedback. • List is kept complete and accurate.
<p>Arrange annual meetings.</p>	<ul style="list-style-type: none"> • Agenda developed well in advance with prevocational educational supervisors and Education Committee input, 2 months prior to meetings. • Appropriate venues to be booked 3 months in advance. • Minutes available for following Education Committee meeting within 10 working days.

VOCATIONAL ACCREDITATION	
Develop strong working relationships with vocational college stakeholders and the Australian Medical Council (AMC) to promote Council's strategic objectives.	<ul style="list-style-type: none"> • Vocational college issues addressed by the Education Committee as they arise, supported by high quality policy/discussion papers.
Provide administrative assistance to accreditation teams.	<ul style="list-style-type: none"> • Assistance as required.
Ensure Colleges submit reports and submissions on time and are followed up if they do not.	
<p>Maintain list of New Zealand accreditors who are recommended to the AMC.</p> <p>Ensure New Zealand representatives on AMC accreditation teams, Progress Reports Working Party and Specialist Education Accreditation Committee (SEAC) understand Council's expectations, MCNZ additional criteria and any particular issues in relation to the relevant training provider.</p>	
<p>Liaise with New Zealand Colleges in relation to accreditation periods and ensure interim reports are received.</p> <p>Liaise with relevant staff at the AMC to ensure the Council's interests are promoted.</p>	<ul style="list-style-type: none"> • Timetable kept up to date. • All procedures followed for vocational recognition and reaccreditation. • All issues that arise are dealt with appropriately.
EXAMINATIONS (New Zealand Registration Examination) NZREX	
Provide administrative assistance to the Examinations Director.	<ul style="list-style-type: none"> • Assistance as required.
<p>Analyse NZREX applications ensuring candidates meet criteria for NZREX and have information about the process.</p> <p>Correspond with candidates regarding timing of the exam and results.</p>	<ul style="list-style-type: none"> • No unqualified candidates sit the exam. • NZREX evaluations report that candidates had the information necessary. • NZREX candidates receive the information within agreed timeframes.

<p>Coordinate exam writing group.</p> <p>Design exams in accordance to exam blueprint.</p> <p>Develop action plan to prioritise the need and design of new stations.</p> <p>Regularly review prerequisites for the exam in consultation with the Assistant Examinations Director and Examinations Director.</p>	<ul style="list-style-type: none"> • New questions are generated by writing group and implemented in future exams.
<p>Develop and update policies for exam ensuring they are on the external website.</p> <p>Keep abreast of developments with AMC Clinical.</p> <p>Keep abreast of workforce issues and its affect on the examination and on passing candidates eligible for registration.</p> <p>Undertake in various projects with a focus on quality improvement and ensuring validity of the exam under the direction of the Examinations Director.</p> <p>Write agenda papers for Council regarding exams and processes.</p>	<ul style="list-style-type: none"> • Policies are clear and accurate with changes made within 14 days of Council resolution.
<p>COUNCIL MEETINGS</p>	
<p>Prepare Council papers and minutes as required for PCCs, Competence issues, Education and overall Professional Standards matters.</p> <p>Develop recommendations for the Council's consideration that are consistent with the HPCAA 2003.</p> <p>Prepare Council papers in accordance with Council's policy on wording and formatting. Ensure work is peer-reviewed and provide peer-review for other members of the Standards team.</p> <p>Exercise judgement in what issues are to be included in each paper and minutes. Present information in a clear and unbiased manner.</p>	<ul style="list-style-type: none"> • Papers and minutes are accurate and distributed in a timely manner. • Recommendations are clear and supported by the HPCAA 2003.

OVERALL TEAM RESPONSIBILITIES	
<p>Participate in and contribute to strategic initiatives and projects with other teams within the Medical Council as required.</p> <p>Build knowledge and understanding of the Professional Standards team's role and responsibilities both internally and of relationships with relevant external stakeholders.</p>	<ul style="list-style-type: none"> • Demonstrate a collaborative approach.
<p>Identify areas for improvement or revision in Professional Standards policy and procedures and collaborate in proposals for development as requested, taking into account Council's risk management framework.</p> <p>Participate in and contribute to implementation of projects within the Professional Standards Team as requested.</p> <p>Provide competence and conduct workshops for staff at DHBs in accordance with the MOU.</p> <p>Organise and participate in other workshops and meetings as required.</p> <p>Maintain statistics for complaints relating to conduct and competence.</p> <p>Be aware of and comply with the organisation's risk management policy, including guidelines and tools</p> <p>Escalate risk issues to team manager.</p> <p>Undertake any risk management actions.</p>	<ul style="list-style-type: none"> • Statistical reports are accurate and complete. • In a timely way, to allow early intervention. • As and when required.

PERSONAL CHARACTERISTICS REQUIRED BY THE POSITION	
QUALIFICATIONS	<ul style="list-style-type: none"> • Tertiary qualification preferred
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • An understanding of the health sector useful • Experience in servicing Boards and Committees • Experience in administering a statutory responsibility • Knowledge of the role and functions of the Medical Council • An awareness of strategies to minimise risk
PERSONAL SKILLS	<ul style="list-style-type: none"> • Enjoys being part of a team and comfortable in seeking advice • Able to work independently and 'own' the work. • Good personal organisation and self management • Has a "customer focused" approach • Committed to quality service and improvement • High standard of oral and written communication skills • Good skills at analysing and summarising information. • Comfortable with using Word, Outlook, Excel and able to quickly learn to use other programmes • High emotional 'IQ' and ability to maintain objective stance • Ability to recognise and defuse difficult situations