# THE MEDICAL COUNCIL OF NEW ZEALAND

## JOB DESCRIPTION

<table>
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<tr>
<th>POSITION:</th>
<th>Health Case Manager</th>
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<tbody>
<tr>
<td>REPORTS TO:</td>
<td>Health Manager</td>
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<tr>
<td>DATE AGREED:</td>
<td>November 2001</td>
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**Position title changed 1/4/09**

### JOB PURPOSE

To contribute to the Council’s statutory function in relation to doctors’ fitness to practise medicine.

### LIMITATIONS ON AUTHORITY

- Subject to delegation by CEO, within Council policies
- All expenditures to be within approved budget, unless prior approval given by CEO
- Compliance with the Medical Practitioners Act (where relevant), and with MCNZ policies and procedures
- The position is subject to the non-disclosure agreement relating to confidential information
<table>
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<tr>
<th>ACCOUNTABILITIES AND TASKS</th>
<th>MEASURES OF PERFORMANCE</th>
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<tr>
<td>(What does the job require?)</td>
<td>(How will you know you are successful?)</td>
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### STATUTORY HEALTH FUNCTIONS  
(Part VII of the Medical Practitioners Act 1995)

- provide administrative assistance to the Health Committee and the Health Manager:
  - ensure there is a programme for review
  - prepare agendas
  - action, as delegated by the Health Manager, committee decisions as minted.
  - reply to written inquiries and deal with telephone call from clients on behalf of the Health Committee
  - deputise for the Health Manager when she is absent, including responding to initial referrals and providing information and advice as necessary.
  - maintain the list of clients

- committee members satisfaction via
  - unsolicited comments
  - solicited qualitative comments
  - formal survey (if required)

- an accurate and up to date calendar maintained
- agenda papers f prepared as required and within the Standing Orders of MCNZ
- all papers and reports are presented in full and judged to be clear, concise, up-to-date and accurate
- evidence that decisions are actioned
- evidence unresolved issues are being addressed
- courteous response
- no concerns about the manner of handling a response
- correspondence & queries are acknowledged and actioned where appropriate
- compliance with relevant sections of the Act
- no issues arise through lack of understanding of the requirements
- routine matters are managed during absence
- statistical breakdown provided each April for the Annual report, and as requested.

### HEALTH OFFICE ADMINISTRATION

Provide general administrative services to the Health office

- management of confidentiality
- handle any functions specifically delegated by the Health Manager

- no breaches of confidentiality occur
- functions completed as requested
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<td>ANNUAL PRACTISING CERTIFICATES</td>
<td></td>
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</table>
| • process and follow-up APC disclosures | • takes ownership of disclosures  
• new disclosures reviewed with Health Manager or Committee Chair  
• drafts letters prepared for requests for further information  
• no issues arise through lack of understanding of the requirements  
• all resolved and APC issued if appropriate  
• all disclosures logged and reported to the committee at each scheduled meeting  
• system in place to send FTP Forms with applications |
| COMMUNICATIONS AND LIAISON |    |
| Development and maintenance of good working relationships with all parties | • feedback (solicited and unsolicited) |
| • with clients, supply relevant information  
• with Registration team, sharing information  
• with Prof Standards and CAC Administrators  
• with Health Committee members |
### PERSONAL CHARACTERISTICS REQUIRED BY THE POSITION

| QUALIFICATIONS | • Tertiary qualification desirable (psychology, social work or counselling) |
| KNOWLEDGE & EXPERIENCE | • Experience in servicing Boards & Committees  
• Experience in administering a statutory responsibility  
• Knowledge of the role, functions and mission of the Medical Council |
| PERSONAL SKILLS | • Teamwork and cooperation  
• Interpersonal skills  
• Personal organisation and self management  
• Customer focussed approach  
• Commitment to quality service and improvement  
• Oral and written communication skills  
• Information technology skills  
• Telephone skills  
• Ability to gather and research information  
• Sensitivity, empathy and confidentiality in dealing with people under stress |