

**Gore Health Ltd  
Position Description**

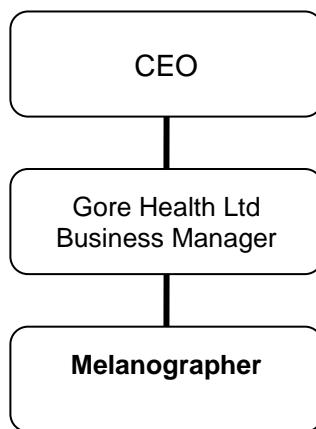
**Position Title:** **Melanographer**

**Location:** **GHL MoleMap Franchise Region**

**Responsible to:** **Business Manager**

**Employment Conditions:** **0.8-1.0FTE**

**Organisational Relationship**



**Position Holder's Name :** \_\_\_\_\_

**Position Holder's Signature :** \_\_\_\_\_

**Business Manager's Name :** \_\_\_\_\_

**Business Manager's Signature :** \_\_\_\_\_

**Date :** \_\_\_\_\_

## Treaty of Waitangi

GHL recognises the special relationship between Maori and the Crown and has an understanding of the articles/principles of the Te Tiriti o Waitangi. As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the well being of Maori patients.

## Health and Safety

GHL is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of GHL, the health and safety of clients, patients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your CEO.

Participate in, and comply with, the requirements of the Health & Safety at Work Act 2015 and Regulations and other health and safety related related legislation and associated GHL procedures.

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, hazards eliminated, minimised or isolated.
- Comply with GHL incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

## Quality and Risk

GHL is committed to continuous quality improvement and service excellence. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers and increasing consumer involvement.

## General Responsibilities

### 1. PROFESSIONAL RESPONSIBILITIES

As an employee of Gore Health you are required to:

- Gain CPR Certification within one month of commencing employment with Gore Health
- Maintain competency on work-related knowledge, best practices and legislation
- Make a personal contribution towards effective and efficient working relationships with GHL Melanographers, MoleMap NZ staff and relevant stakeholders
- Implementation of practice is customer-focused and meets professional standards
- In conjunction with the GHL Business Manager, identify your own training needs and plan to meet these needs
- Participate in clinical review of practice
- Manage your own time and prioritise your work effectively
- Assist GHL to reach its goals and market the MoleMap business
- Be available when required to travel which may necessitate staying away from the Queenstown base
- Be flexible with time and availability to meet service demands which fluctuate
- Help wherever needed, develop multiple skills and do whatever it takes to serve our clients and stakeholders
- Maintain a high standard of communication with all stakeholders
- Ensure the Business Manager is kept informed of operational and business matters

### 2. LEGISLATION, REGULATIONS AND COMPANY POLICIES

You are required to:

- Be familiar with and adhere to the provisions of:
  - all relevant acts and regulations,

- all company & MoleMap clinical guidelines & procedures

### **3. RISK MANAGEMENT**

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced
- Be especially aware of those risks that have high cost or safety implications
- Report immediately to Business Manager any accident, incident or near miss that has taken place at work
- Respond to complaints according to appropriate policies

### **4. OCCUPATIONAL HEALTH AND SAFETY**

You are required to:

- Carry out your work in a healthy and safe manner
- Encourage and assist others to work in the same way
- Report and rectify any unsafe workplace conditions/practices
- Report any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours
- Co-operate with, support and promote occupational health and safety actions and initiatives in the workplace
- Keep your knowledge of identified hazards up to date

### **5. SECURITY**

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties
- Notify Manager of any changes required for your ID badge
- Report any suspicious or unusual occurrence to your manager
- Complete a HAIR report form for any incident which has or might have compromised the safety of staff, patients and visitors

### **6. CONFIDENTIALITY**

- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information. Maintain strict confidentiality of knowledge gained in the course of your work concerning patient, colleague and Gore Health Business at all times while working for Gore Health and upon termination of employment.

## **PURPOSE OF POSITION**

### **Prime Focus**

MoleMap has introduced state of the art technology to New Zealand, allowing the digital imaging of a patient's skin lesions, combined with dermatological analysis and diagnosis. Critical to the success of the GHL MoleMap franchise business is the need to employ Melanographers within our operations who provide a high level of patient care, technical expertise and professional service.

As a Melanographer your primary responsibility will be the digital imaging of patients within bouquet set guidelines and procedures. This will also include consultation and education with regard to skin cancer and risk factors and sun protection awareness. However, due to the entrepreneurial nature of the MoleMap operation you will be required to assist in the areas of health promotion, training, corporate workplace clinics and quality assurance.

GHL MoleMap values the skills and knowledge of its staff members and encourages a strong team environment. As such we ask all staff to contribute to the overall operation of the business, assist in the improvement of current systems and procedures and ensure that the high standards of customer service, which exist today, continue in the future.

## KEY TASKS

### Location / Service Area / Scope

- The base location for this position is Canterbury.
- Mobile Clinics are important to our business, enabling customers to have a MoleMap consultation near their home location. It is envisaged there will be flexibility required servicing Queenstown and the wider region dependant on the growth and demand of business. As well travelling to other sites may be required to cover other Melanographers leave and provide extra clinic capacity.
- Promotional work will be completed within the normal work day if clinic time permits. Extra time for this purpose will be authorised when required to build local relationships and grow the business.
- Corporate work is a growing part of the MoleMap business and GHL require our Melanographers to promote and meet the needs of corporate clients.

### Melanographer Duties

- Digitally image (MoleMap) patients in accordance with the Standard Operating Procedures (SOPs) and Recommended Techniques.
- Ensure all electronic data is backed-up daily and stored in accordance with business policy, as contained in the SOP.
- Ensure all patient digital melanograms and supporting documentation are transferred to the diagnosing dermatologist as per the prescribed procedure and schedule.
- Carry out routine calibration testing of equipment to ensure that the images are within the required quality standards.
- Identify problems and provide technical support for the MoleMap software and equipment as required.
- Carry out troubleshooting and provide technical information in cases where support is required from the Service Support Agency.
- Ensure that the equipment is packed away and secure for storage or for transportation to another site.
- Maintain equipment and operating clinics in a clean and tidy state.
- Assist with the presentation of the MoleMap technology and service to the medical community or other parties as required.

### Patient Consultation and Management

- Greet and attend to patients in a friendly and courteous manner.
- Consult with patients as to personal and/or family skin cancer history, intrinsic/extrinsic risk factors, lesions of concern, and complete patient file documentation as required.
- Provide guidelines on skin cancer awareness and sun protection as part of the procedure and promote other products and services that may be made available through the MoleMap service.
- Ensure patient needs for modesty are met through the provision of suitable facilities and manner.
- Protect patient confidentiality at all times.
- Actively promote the MoleMap service as a referral opportunity to patients.
- Ensure that the patient is aware of reporting procedures and follow up recommendations.
- Terminate any procedures immediately where there is concern for safety and notify the Manager of any such incidents.
- Notify the Manager of any incidents where the patient has expressed either exceptional satisfaction or dissatisfaction with the service.

### Quality

- Ensure images are provided within the specified quality standards through the correct placement of lighting and cameras.
- Ensure any concerns over patient lesions that may not be clearly identified in the MoleMap procedure are notified to the consultant dermatologist and the Manager as soon as possible.
- Provide on-going assessment of these quality guidelines and make recommendations for improvements.

- Assist in the identification of training requirements and attend any training courses as required.
- Ensure any documentation and changes to SOPs are read and understood and filed accordingly.
- Assist in the identification of system and procedural improvements.
- Immediately advise and report to the Manager operational issues which may effect the overall performance of the business.

### **Administration**

- Maintenance of patient records.
- Completion of accurate daily clinic and banking records
- Providing clinic worksheets to Manager
- Assistance in maintenance of clinic supplies.
- Banking responsibilities
- Handle patient enquiries.
- Clinic planning & scheduling

In addition to these specific tasks you may be required to undertake any other duties reasonably requested of you by the Manager or CEO from time to time.

### **Person Specification**

<b>Work Experience Qualification</b>	<ul style="list-style-type: none"> <li>• Registered Nurse</li> <li>• Experience with Windows based computer programme</li> <li>• Experience with power point presentations to small groups &amp;/or health promotion</li> <li>• Working knowledge and understanding of NZ Health Care System</li> </ul>
<b>Professional Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>• High level of interpersonal and communication skills,</li> <li>• Ability to work autonomously and as part of a team</li> <li>• Good organisation and time management skills</li> <li>• Current driver's licence is essential</li> <li>• High focus on customer service</li> </ul>

### **Relationships**

<b>Internal Relationships:</b>	GHL CEO Business Manager Administration staff / Colleagues
<b>External Relationships:</b>	MoleMap Clinical Manager, Call Centre Staff & Technical Support Service Clients General Practitioners & Physicians Service providers Corporate Clients Clinic Providers

**Note:** This position description has been prepared to assist in appointment. All GHL position descriptions are subject to review from time to time and therefore may be revised after consultation with the employee to suit changing service requirements.