FERTILITY associates | a better understanding
TE RAUHANGA O TE WHARETANGATA

Position Description

Regulatory Coordinator and Analyst

Position Details	
Employee Name	Click or tap here to enter text.
Position	Regulatory Coordinator and Analyst (RCA)
Main Location(s)	Auckland
Reports to	General Manager Quality Information Science
Direct Reports	none
Key Internal Relationships	Clinic Managers FA staff across the Group Laboratory Team Nurse Team Admin/ Finance teams Counselling team
Key External Relationships	Patients Donors Address/contact search agencies ECART ACART Ministry of Health / Manatū Hauora

Position Purpose

Fertility Associates is NZ's leading provider of fertility treatment. Fertility treatment is subject to various regulatory requirements – including the time frozen sperm, eggs and embryos can be stored, reporting births to Births, Deaths and Marriages, reporting progress with public contracts to the Ministry of Health, and other regulatory reporting.

This position is central to meeting those regulatory requirements and looking after our patients and donors along the way. The Regulatory Coordinator is part of the quality team.

Contribution to our Values

CARE is demonstrated by:

- Understanding and respecting the changes in the law and how this impacts on patients and donors
- Acting with accuracy, courtesy and diligence at all times

RESPONSIVENESS is supported/demonstrated by:

- Working positively within a sometimes demanding and possibly frustrating work environment
- Working collaboratively and positively with different clinics and staff across the Group
- Responding positively to the challenge of multiple and competing work streams and priorities

EXCELLENCE is supported/demonstrated by:

- Providing outstanding communication and information to patients, donors and FA colleagues
- Continuous focus on achieving high standards - operational, service, ethical, governance

Key Accountabilities

Patients are given the opportunity to extend storage for frozen material	**Expected Outcomes**
• Identify patients/donors who will need to be contacted, at least 12 months in advance following FA's agreed processes • Resolve questions and problems with lab staff and Clinic Managers • Accurately record patient information in MediTEX throughout the process of contacting the patient, patient response, and ECART outcome • Supply information to patients/donors so they can request to discard to or apply for an ECART extension • Update Cryo records when an ECART extension is granted • Initiate the discard process with the lab when the patient has not requested and obtained an ECART extension • Respond to and help patients understand their options and the timeframe • Answer enquiries from applicants, refer to counselling or other professionals for advice on decision making • Manage an efficient administration system to process • Maintain and update process documentation	• 100% data integrity • Clear and accurate paper trail of contact, correspondence, and outcomes • Processes met requirements and run on time • FA's policies followed, and HART Act requirements met • Patients and donors fully understand their options, and their questions are answered empathetically • Clear and efficient communication with ECART/CMs/Lab staff
Reporting is compiled and communicated in a timely manner	**Expected Outcomes**
• Births involving donors are reported to the BDM within 3 months • Lists of public treatments from MediTEX are provided to each clinic manager with 7 days of the end of the month • Write reports in MediTEX to answer questions from managers • Submit accurate NNPAC reports by the 20th of the month • Compile quarterly reports from monthly lists of public treatment and submit within MOH timeframes. • Treatment outcomes are reported to ANZARD • Work with CMs, GM Ops and GM QIS to write and quarterly and annual reports to the MoH • Maintain and update process documentation • Answer questions from patients, external stakeholders • Amend any errors, assist clinic managers and lab TLS to resolve gaps or errors • Run routine reports and collate data for KPI	• Reports are accurate and submitted on time • Problems and questions resolved or triaged well • All FA processes are easy to use by FA staff • The purchase units for all work done are claimed in NNPAC reports • New reports are tested to ensure they do what is intended
Participate in improvement projects	
• Contribute to projects under the direction of project leaders • The CMG and any other interested parties are regularly updated on progress • Problems are promptly escalated	• Projects achieve their goals, on time, within budget

Continuous improvement in consistency and accuracy of MediTEX data	**Expected Outcomes**
• Write and run reports in MediTEX to identify missing and wrong data • Work with staff to correct errors, fill gaps and improve future data entry • Answer questions from FA staff • Maintain and information for staff on how to use MediTEX	• Priority is given to high levels risks, such as errors and gaps in cryo storage records, public contract work and reporting birth outcomes • QRs and raised and CMs and GMs alerted if gaps or errors are detected that have a regulatory risk • KPI are created and followed to measure errors and gaps • Accuracy and consistency improve month-by-month
Communication & Teamwork	**Expected Outcomes**
• Work co-operatively and constructively with other team members to achieve objectives. • Quickly builds effective, respectful working relationships with key stakeholders. • Goes the extra mile to assist others - proactively helps and supports colleagues. • Communicates directly, honestly and respectfully. Avoids gossiping. • Actively seeks feedback to improve and gives constructive, respectful feedback to others.	• Key stakeholders such as colleagues and patients feel respected, heard, and valued. • Team engagement scores in communication and teamwork measures are high. • Is clearly valued as a member of the team. • Key stakeholders recognise, respect and value how you contribute to the team. • Team performance is high, targets are met, and key measures are on track.
Compliance & Continuous Improvement	**Expected Outcomes**
• Contribute to the continuous improvement of processes/protocols within FA • Follow the company safety policies for personal and patient safety. • Seek and use performance feedback to improve own performance • Will bring things to others attention/ raise issues of concern. • Supports colleagues - sharing knowledge and experience to help them do things better/more efficiently. • Raise/report/escalate compliance issues or risks using the appropriate channels.	• Incidents that may impact on the safety, wellbeing, or effectiveness of our people or business are reported in a timely manner. • Incident and quality reporting seen as process for improvement not ‘blame’. • Comfortable asking questions, providing feedback, critique and new ideas. • All allocated training and compliance tasks are completed within given timeframes. • Compliance issues, complaints and corrective actions are identified, resolved, and reduce in frequency.
Initiative, Accountability & Positive Attitude	**Expected Outcomes**
• Proactive rather than reactive. Able to avoid mistakes that could/should be anticipated. • Effectively plans and prioritises work in accordance with company and team goals/plans/objectives. • Well prepared and organized. Is punctual and responsive to the workload of others. • Displays optimism and perseveres in the face of setbacks/hurdles. • Actively sets learning/development goals and drives own learning outcomes.	• Finishes all allocated work efficiently and on time. • Works well without supervision. • Positive feedback from patients and colleagues. • Displays a helpful and courteous manner. • Willingly shares learning. • Collaborates with leadership to create learning/development plans and commits to achieving set goals.

Qualifications / Experience / Skills	
Formal Qualifications	• **Tertiary education strongly preferred**
Experience	Desired level of experience in a similar role: ☐ Entry (0-1 Years) ☑ Mid (1-5 Years) ☑ **Senior (5+ Years)** Experience in the following is required: • **Operational processes, working with data, customer service** Experience in the following is desirable: • **Healthcare, knowledge of fertility**
Certifications / Licence Pre-requisites	• **Not applicable**
Technical / Legislative Knowledge and Skills Required	• **Proficient in data entry, running queries, interpreting and explaining regulations and policies, working through complex regulatory and people problems, knowing when to seek advice and help, diplomatic and able to work in emotionally charged situations**
Systems / IT Platforms	Standard business tools: ☑ **MS Word (Intermediate)** ☑ **MS Outlook (Intermediate)** ☑ **MS Excel (Intermediate)** Other position specific requirements: • **Experience with Electronic Patient Management Systems**

Review & Approval			
Last Reviewed By:	Nadine Koruna	**Date:**	May 30, 2022
Approved By:	John Peek	**Date:**	May 30, 2022