position description

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| **Position:** | Regional Health Advisor |
| **Children’s worker:** | No |
| **Location:** | Regional Office |
| **Business Unit:** | Regional Service Delivery |
| **Group:** | Service Delivery |
| **Reporting to:** | Manager Regional Services |
| **Issue Date:** | May 2015 |
| **Delegated Authority:** | Nil |
| **Staff Responsibility:** | Nil |

**Our Role**

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to children and young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 250 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

**Our Purpose**

We help New Zealanders to help themselves to be safe, strong and independent.

Ko ta mātou he whakamana tangata kia tū haumaru, kia tū kaha, kia tū motuhake.

**Our Principles**

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients

**Position Description approved by:**

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Deputy Chief Executive, Service Delivery

**Service Delivery**

We work together to make a difference for New Zealanders. Whether that’s helping someone get sorted financially so they can study, supporting someone into work, ensuring support is there for someone who can’t work, helping one of our seniors by granting their entitlement to New Zealand Superannuation, or giving New Zealanders confidence that the system they fund is being used by people in genuine need.

We do this through three key groups; *Regional Service Delivery*, our frontline centres delivering face-to-face services across 11 regions, *Contact Centre Services* providing client services by phone, and *Centralised Services -* specialist teams managing processing of support and entitlements.

These three groups are supported by a number of teams, providing operational support, service development, learning and development, analytics and workflow management and engagement expertise.

Whatever part of Service Delivery we work in, we have a role in delivering services and making a difference for more than a million clients.

**Purpose of the Position:**

The Regional Health Advisor is responsible for providing specialist advice on the health factors associated with a client’s application, review/renewal for benefit and entitlement to services. In particular, the Regional Health Advisor will focus on matters relating to the health of the client, the barriers created by the client’s health status, what intervention options may exist for reducing or removing the effect of these barriers and what service options may be suitable for the client to enable them to achieve a sustainable employment outcome. Their professional advice will influence the outcome for the client.

This role is part of a network of Regional Health and Disability Advisors that is supported professionally by two Principal Advisors located in National Office.

**Working Relationships**

**Internal:**

* Manager Regional Services
* Regional Disability Advisors
* Service Delivery front-line staff
* National Office managers and staff
* Other MSD business units
* Customer Service Representatives
* Health and Disability Co-ordinators
* Principal Health Advisor (national office)
* Principal Disability Advisor (national office)

**External:**

* General Practitioners
* Contracted health and disability providers
* Specialist assessors
* Key public hospital staff
* Public health organisations
* Regional health authority
* Specialists

**Key Accountabilities:**

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| **Key Result Area** | **Accountabilities** |
| **Advise on Benefit Entitlement Decisions** | * Receive referred benefit applications, reviews/renewals from case managers where it is unclear that a benefit duration or service entitlement decision can be made without further investigation * Review the application file and determine whether there is sufficient health information available * Determine whether issues arising from the application, review/renewal need to be referred back to the client or their General Practitioner (GP) * Determine whether there is sufficient need for a specialist health assessment * Determine the appropriate speciality where a specialist health assessment is needed and identifying a suitable assessor * Recommend the engagement of the assessor through the engagement framework * Receive and analyse the subsequent assessment report before making final recommendations to the case manager * Determine whether the recommended health intervention meets the service principle guidelines. |
| **Relationship management** | * Where appropriate, matters of clarity are referred to the client’s GP to be addressed * Referrals for specialised health assessment or health interventions are appropriate, well documented and timely * Referrals for specialised health assessment or health interventions are effectively managed so that the service is delivered to Service Delivery’s expectations, optimising the outcome for the client. |
| **Determine Specialised Assessment needs** | * Ensure client’s medical needs and circumstances have been appropriately assessed from the benefit application and associated information available * Establish programme of care to be shared with the case manager. |
| **Determine health interventions** | * Recommendations for health interventions by specialised health assessors as determined by the service principle guidelines. * Ensure clear endorsement of the health intervention is obtained from the client and their GP * Recommendations for health interventions by specialised health assessors are followed through in a timely manner. |
| **Recommend appropriate service options** | * Based on the client’s health status and available information, appropriate employment service recommendations are made to the Service Delivery case manager. |
| **Planning and reporting** | * Actively contribute to the operational plan for the Service Delivery region as required * Participate actively in planning and supervision activities that involve other regional health advisors and the Principal Health Advisor * Liaise with Regional Disability and Principal Disability Advisors as appropriate * Report regionally on a regular basis on areas to be addressed further. |

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| **Technical/Professional Knowledge and Experience**   * Health practitioner qualification (such as registered nurse, occupational therapist, physiotherapist, registered social worker, or similar) * Experience in rehabilitation * Tertiary qualification in relevant health field   **Attributes/Success Factors**   * Ability to build effective relationships with a wide variety of internal and external stakeholders * Ability to provide clear, succinct professional advice * Excellent verbal and written communication skills, including report writing     **Other Requirements**   * Willing to travel to fulfil job requirements |