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|  Health and Disability Coordinator Client Service Delivery |  |
| Our purpose **Manaaki tangata, Manaaki whānau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations. |
| The outcomes we want to achieve

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| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

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| We carry out a broad range of responsibilities and functions including

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| * Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
 | * Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans
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| ****Our strategic direction****

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| **Mana manaaki**A positive experience every time | **Kotahitanga**Partnering for greater impact | **Kia takatū tātou**Supporting long-term social and economic development |

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| ****He Whakataukī\*****

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| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |
| ***\**** *We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī* |

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| Position detail |
| **Overview of position**The Health and Disability Co-ordinator operates in an external account management relationship role. Key activities include:* delivering Service Delivery’s key messages
* detailing Service Delivery’s initiatives
* advising Service Delivery’s products and programmes
* advising Service Delivery’s processes and expectations to health and disability providers
* identifying and facilitating issue resolution.

The Health and Disability Co-ordinator will work with health and disability providers to improve their understanding and knowledge of Service Delivery operational processes and strengthen Service Delivery’s relationship with them at a regional level. This will improve both the quality of information Service Delivery will receive as well as the efficiency with which we are able to work with the information Health and Disability providers communicate to achieve good client outcomes.This role must ensure a high level of professionalism and responsiveness in the management of relationships and work practices, including:* ensuring compliance with Service Delivery standards and operating procedures
* supporting and enhancing the perception of Service Delivery and the Health and Disability sector in a highly effective and responsive way.

**Location**Regional Office**Reports to** Manager Regional Services  |
| Key responsibilities**Represent Service Delivery to Health Practitioners and Disability Service Providers*** Educate and deliver key messages:
* Educate Health and Disability Providers about products and tools that would enable them to complete the process for medical certificates effectively
* Deliver key messages as required by the region and national office, consistently and to all providers
* Facilitate training sessions, as planned for each provider practice
* Improve the interface between health practitioners and disability service providers and Service Delivery case management:
* Through a regular and formal process, liaise with local Service Delivery contact and service centres to gather provider issues and information
* Work to improve access and information available between Service Delivery case managers and health practitioners and disability service providers
* Increase the use of e-business
* Work with health practitioners and disability service providers to ensure they optimise all e-business options available to them in respect to working with Service Delivery.

Relationship management* Develop and implement a local provider visit schedule:
* Meet with local contact centre and service centre staff and managers to gather information on local issues and key local messages
* Feedback results of visits to key internal stakeholders
* Consistently meet visit targets
* Work with other areas of Service Delivery to promote employment opportunities for clients to health practitioners and disability service providers
* Integrating health practitioners and disability service provider’s business needs into Service Delivery’s:
* Have awareness of the health and disability provider’s practice plan, initiatives and business model
* Seek health practitioners and disability service providers input on initiatives:
* Provide input from health practitioner and disability service providers on specific regional or national Service Delivery projects and initiatives which relate to gaining employment outcomes for clients
* Provide feedback on how Service Delivery is performing in specific areas as identified by national/regional offices.

**Issues resolution*** Take responsibility and be accountable for provider issues resolution:
* Provide an effective communication channel to deal with all issues from the submission of medical certificates and assessment reports to billing (where appropriate) and specific case management issues
* Identify enhancements to communication practices
* Provide robust advice to both health practitioners and disability service providers and Service Delivery staff and ensure health and disability provider issues are resolved
* Receive ad-hoc feedback from health and disability providers and ensure this is escalated to the appropriate person/Service Delivery unit.

Planning and Reporting* Actively contribute to the regional planning activity for the Service Delivery region as required
* Reports regularly to Regional Operations on areas of concern for further regional development as per key reporting and monitoring Key Performance Indicators.

**Professional Representation of Service Delivery*** Always operate with the utmost integrity, projecting at all times the highest possible standards of behaviour and appearance, in keeping with Service Delivery’s employment policies
* Continuously improve personal knowledge and skills by maintaining the best possible knowledge of Service Delivery’s key messages, processes and products and programmes.
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| Embedding Te Ao Māori  |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.
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| Health, Safety and Security |
| * Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures
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| Emergency Management and Business Continuity |
| * Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.
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| Know-how |
| * A high level of technical and professional skill/knowledge about Service Delivery’s administration of Job Seeker Support and Supported Living Payment benefits and people with ill-health or disabled people; keeping abreast of current developments and trends in area of expertise
* A good understanding of the health system, clinical issues and how medical practices operate
* Previous sales or account management experience
* Experience in Service Delivery Case Management or other service industries
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| Attributes* Excellent relationship building skills
* Clear and concise written communication
* A strong understanding of report preparation and delivery
* Demonstrated ability to work independently and achieve goals
* Strong negotiations, influencing and facilitation skills.
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| Key Relationships  |
| **Internal*** Manager Regional Services
* Regional Director
* Regional Health Advisors
* Regional Disability Advisors
* Service Delivery front-line staff
* Customer service representatives
* Community Liaison Advisors
* Principal Health Advisor (national office)
* Principal Disability Advisor (national office)

**External** * General Practitioners
* Contracted health and disability providers
* Designated Doctors
* Key public hospital staff
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| Other  |
| **Delegations** |
| * Financial – No
* Human Resources -No

**Direct reports** - No**Security clearance** - No**Children’s worker -** No |
| Limited adhoc travel may be required |