



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

POSITION DESCRIPTION

Position:	Health and Disability Coordinator
Location:	Regional Office
Business Unit:	Work and Income
Group:	Work and Income Regions
Reporting to:	Regional Director
Issue Date:	February 2007
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 Principles

MSD People: Put people first | Team up together to make a bigger difference | Act with courage and respect | Empower others to act | Create new solutions | Are 'can do', and deliver | Honour achievement

Above all, we do the right things for New Zealanders.

Position Description Approved By:

Director HR, Work and Income

Date:/...../.....



Work and Income
Te Hiranga Tangata

A service of the Ministry of Social Development

Group:

The Regional Office is a key part of the Work & Income Service Delivery structure. The objectives of the Regional Office are to:

- identify challenges faced by communities within the region
- define the regional focus
- target resources according to regional focus
- support operational activity and improvement
- establish and maintain relationships with key regional organisations in order to increase opportunities for clients.

Purpose of the Position:

The Health and Disability Co-ordinator operates in an external account management relationship role. Key activities include:

- delivering Work and Income's key messages
- detailing Work and Income's initiatives
- advising Work and Income's products and programmes
- advising Work and Income'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 Work and Income operational processes and strengthen Work and Income's relationship with them at a regional level. This will improve both the quality of information Work and Income 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 Work and Income standards and operating procedures
- supporting and enhancing the perception of Work and Income and the Health and Disability sector in a highly effective and responsive way.

Working Relationships

Internal:

- Regional Director
- Regional Health Advisors
- Regional Disability Advisors
- Work and Income front-line staff
- Customer service representatives
- Public Relations Advisors
- Principal Health Advisor (national office)
- Principal Disability Advisor (national office)
- Health/welfare services manager (national office)

External:

- General Practitioners
- Contracted health and disability providers
- Designated Doctors
- Key public hospital staff

Key Accountabilities:

Key Result Area	Accountabilities
<p>Represent Work and Income to Health Practitioners and Disability Service Providers</p>	<ul style="list-style-type: none"> • 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 <p>Improve the interface between health practitioners and disability service providers and Work and Income case management:</p> <ul style="list-style-type: none"> • Through a regular and formal process, liaise with local Work and Income contact and service centres to gather provider issues and information • Work to improve access and information available between Work and Income case managers and health practitioners and disability service providers <p>Increase the use of e-business:</p> <ul style="list-style-type: none"> • Work with health practitioners and disability service providers to ensure they optimise all e-business options available to them in respect to working with Work and Income

Key Result Area	Accountabilities
Relationship management	<p>Develop and implement a local provider visit schedule:</p> <ul style="list-style-type: none"> • 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 Work and Income to promote employment opportunities for clients to health practitioners and disability service providers <p>Integrating health practitioners and disability service provider's business needs into Work and Income's:</p> <ul style="list-style-type: none"> • Have awareness of the health and disability provider's practice plan, initiatives and business model <p>Seek health practitioners and disability service providers input on initiatives:</p> <ul style="list-style-type: none"> • Provide input from health practitioner and disability service providers on specific regional or national Work and Income projects and initiatives which relate to gaining employment outcomes for clients • Provide feedback on how Work and Income is performing in specific areas as identified by national/regional offices
Issues resolution	<p>Take responsibility and be accountable for provider issues resolution:</p> <ul style="list-style-type: none"> • 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 Work and Income 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/Work and Income unit
Planning and Reporting	<ul style="list-style-type: none"> • Actively contribute to the regional planning activity for the Work and Income 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 Work and Income	<ul style="list-style-type: none"> • Always operate with the utmost integrity, projecting at all times the highest possible standards of behaviour and appearance, in keeping with Work and Income's employment policies • Continuously improve personal knowledge and skills by maintaining the best possible knowledge of Work and Income's key messages, processes and products and programmes

Technical/Professional Knowledge and Experience

- A high level of technical and professional skill/knowledge about Work and Income's administration of Sickness and Invalid's 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 Work and Income Case Management or other service industries

Attributes/Success Factors

- 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.

Other Requirements

- Willing to travel to fulfil job requirements
- Current drivers licence (except in exceptional circumstances).