

# Whakaaturanga Mahi – Job description

Job details	
<b>Job title:</b>	Clinical Services Advisor, Housing
<b>Reports to:</b>	Service Manager, Housing
<b>Direct reports:</b>	Nil
<b>Role:</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	Clinical Advisory Services Housing and wider Operations team All Enable New Zealand staff
<i>External:</i>	Assessors Suppliers and subcontractors External contractors/consultants Disabled people and their whānau
<b>Location:</b>	Flexible

## Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

## He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

## He aha te mahi – Role purpose

This role will provide efficient, high quality and customer-focused clinical support, education and information, empowering people to live an everyday life in everyday places.



## Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<b>Clinical Advisory Services support</b>	<ul style="list-style-type: none"> <li>Support health professionals with clinical decisions to achieve optimal outcomes for their customers.</li> <li>Promote optimal outcomes by ensuring clinical risk is considered and communicated to Assessors and Enable New Zealand team as appropriate.</li> <li>Constantly review, reflect, and adapt Clinical Advisory Services to ensure the service is adding value for our customers.</li> <li>Embrace and support new ideas being considered and changes implemented.</li> <li>Proactively maintain clinical competency and share relevant knowledge and resources within the team.</li> </ul>
<b>Customer Relationship Management</b>	<ul style="list-style-type: none"> <li>Willingly assist stakeholders as required.</li> <li>Work closely with other members of Enable New Zealand to ensure provision of a timely, effective, and efficient service to our customers.</li> <li>Represent Enable New Zealand as required.</li> </ul>
<b>Standards of work and conduct</b>	<ul style="list-style-type: none"> <li>Produce work that is accurate and professionally presented within deadlines.</li> <li>Actively identify, take responsibility and participate in opportunities to improve Enable New Zealand services for us and stakeholders.</li> <li>Promote sustainable outcomes and effective use of resources.</li> <li>Incorporate relevant health legislation and standards into day-to-day work practices e.g. Enabling Good Lives principle-based approach.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Participate in relevant training programmes as directed or as requested and approved.</li> <li>Actively participate in assessing own performance as part of regular and annual evaluations with Service Manager, Housing.</li> <li>Maintains relevant allied health profession Annual Practising Certificate.</li> <li>Actively work within the team and utilise internal and external resources to support service development.</li> <li>The motivation to keep abreast of emerging best practice and share this with assessors and stakeholders.</li> </ul>
<b>Health, Safety, and Wellbeing (HSW)</b> <i>Apply HSW knowledge and skills to all work practices to ensure compliance with the Health and</i>	<ul style="list-style-type: none"> <li>Is familiar with all policies and procedures as they affect the work environment.</li> <li>Ensure that safe working procedures are practised, and no person is endangered through action or inaction.</li> </ul>

Key objectives	Responsibilities
<i>Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i>	<ul style="list-style-type: none"> <li>Is aware of and can identify hazards and act, including preventing or minimising the adverse effects of hazards.</li> <li>Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system.</li> <li>Actively participates in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>
<b>Te Tiriti o Waitangi (Treaty of Waitangi) and Equity</b>	<ul style="list-style-type: none"> <li>Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices</li> <li>Attend appropriate Te Tiriti o Waitangi education sessions</li> </ul>

## Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a program available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these.

### Qualifications and Experience

The Clinical Services Advisor, Housing role provides expertise to Enable New Zealand's customers to meet contractual requirements held by Enable New Zealand. Therefore, the role requires a high level of both clinical competency and commercial acumen to be successful.

#### Essential

- New Zealand registered Occupational Therapist, BOT, BHS OT, or relevant overseas qualification.
- A passion for and experience in providing clinical advice for housing modifications for a variety of conditions, circumstances and people i.e. experience working across a broad range of conditions and workplace accidents/injuries, spinal cord injuries, birth trauma, amputees, older adult, fractures and trauma injuries, brain injury.
- Motivation to support colleagues working in community settings across Aotearoa to do their best work.
- Excellent judgement especially around issues management, and ability to solve/resolve a situation.
- Well-developed listening skills, including the ability to listen (a variety of key stakeholders with diverse backgrounds), understand the situation and then provide the necessary support utilising a non-judgemental, strengthens-focused approach.
- Interest in housing and the impact the environment has on people's occupations and roles.
- Ability to read a set of plans and have some awareness of the design and construction process.

- Demonstrated experience working in an interdisciplinary team with designers, PMs, OTs, PTs, contractors, clients/customers, ACC, and other key stakeholders.
- Demonstrated experience in a commercial setting and applying commercial principles.
- Experience with development, implementation, and evaluation of diversifying income and commercial interests.
- Excellent work practices that flex to accommodate fluctuating work volumes.
- High level of experience working across government agencies and associated contracts, demonstrating an ability to meet contractual requirements aligned with organisational success.

#### **Desirable**

- Experience providing clinical education, support, and direction to health services or community groups
- Experience of working with manufacturers and suppliers of assistive technology for people with disabilities or who have an injury related need.
- Experience in monitoring and supporting process improvement and project work
- Relevant post-graduate qualification
- Understanding of the following tools: task analysis, utilising the OT problem-solving process, and EBP: five fingers model.
- Expert knowledge in the following areas of practice: housing modifications, equipment (including wheelchairs and seating and 24-hour positioning), adaptive technology (voice-activated software, google, iPad, laptops, specialised communication equipment, controls (buttons, etc.) and control sticks, automation in the home, and sensors).
- Experience in facilitating ACC contract work.

#### **Physical Attributes:**

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.