

Position Title: Service Facilitator
Reporting Manager: Service Centre Team Leader
Tier: 4
Division: Service Centre
Location: Auckland

Who we Are

HealthCare NZ provides a wide array of health and human services to people throughout New Zealand. We serve people in their homes and communities as well as in specialised treatment settings. We help people gain access to needed services and provide oversight and management services for people who have disabilities, ensuring they receive vital services, are safe, well-cared for and live as independently as possible.

HealthCare NZ's vision is to be a leader in community support and a partner in community wellbeing. Since 1988 we have been caring, supporting and empowering people in need to live independently, safely and well in their community. Our commitment is to provide a way of working with those we support, stakeholders, business partners and staff based on our values - respect, support and excellence.

We are committed to ensuring our services are delivered to Maori clients in a manner that recognises and respects Maori values and beliefs. As an organisation we recognise our obligation to Te Tiriti o Waitangi and acknowledge Maori as tangata whenua who have unique values, social structures and worldviews.

We work with a range of partners in local and central Government, public and private sector agencies and community groups to advise on delivering effective and efficient healthcare now and in the future.

Why You're Here

The Service Centre is the engine room of the organisation, enabling our Service Delivery Team to deliver excellent, locally based clinical care to the people we support. As a Service Facilitator within the Service Centre, you are responsible for providing integrated, client-centric referral management and coordination services to our external and internal customers – whether that is those we support and their family/whanau, our Support Workers and Health Professionals delivering personal care and clinical services or internal customers of the Service Centre team.

To be successful in your role, a clear understanding of who our Customer is – including people we support, family/whanau, Support Workers, Funders and other internal and external stakeholders is required. In addition, you will need to have a clear understanding of other customers in the sector including suppliers, service delivery partners, Iwi, Government and non-government organisations.

What You'll be Doing

Customer Focus

- Provide first point of contact for customers, to co-ordinate and ensure delivery of appropriate, quality services to meet their needs. You will achieve this by placing the people we support at the centre of everything you do, respecting the individuality and uniqueness of each person using our services and acknowledging that they and their family/whanau may be in a vulnerable place when they are introduced to our services.
- Receive and respond to referrals, and other calls from people we support, Funders, Support Workers and other stakeholders communicating in a firm, clear and positive manner always
- Provide a first-call resolution help-desk service for clients and potential clients, and their family/whanau, Support Workers, Managers, Funders, and other stakeholders
- Ensure the accurate and timely set up, initial contact, and onboarding processes for new customers
- Operate and update company systems such as the Customer Management System (CMS), including funder referral information, service plan changes, and roster requirements, in a timely and accurate manner and actively seek information if incomplete
- Coordinate cover for unplanned relief and short-term roster changes and vacancies to ensure our customer's needs are met and service plan requirements are fulfilled in a timely and responsive manner.

Building Relationships & Networks

- Place the customer at the centre of everything that you do, exceeding their expectations and ensuring that they are delighted with the service they receive.
- Actively and positively engage and contribute as a member of the Service Centre team
- Proactively seek advice and assistance from your manager and colleagues to ensure that we provide a timely, responsive service
- Communicate with Support Workers clearly and positively, recognising the important role they fulfil for our customers.

Concern for Quality & Standards

- Achieve service centre and data quality standards along with quality performance indicators for your role
- Implement improved processes and provide advice consistent with organisational plans, policies, and values
- Assist with the reporting, investigation, and resolution of complaints, incidents, and Sentinel events.
- Ensure a sound understanding of and adherence to process control procedures as appropriate
- Meet Service Level Agreement (SLA) requirements for the Company, including a focus on first-call resolution, no-decline policy of referrals, and other policies as appropriate
- Look for opportunities to add value to the products and services we deliver to our customers
- Engage with quality initiatives in the organisation
- Participate positively in training as required, applying your learning to your role in order to improve our services
- Display and promote the values of the business in everything that you say and do

The Rules that are Important

- Comply with all company policies, guidelines and procedures
- Behave in a manner consistent with the values and conduct standards of the organisation
- Embrace and promote a working environment that is culturally diverse
- Promote and support initiatives that contribute to a healthy and safe working environment for employees, visitors, contractors, and the people we support
- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor and contractor management
- Ensure awareness of, and adherence to, all employment and Health & Safety legislative requirements
- Take the direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete.

The Skills, Knowledge and Experience You'll Need

- Experience in a service centre, call centre or similar, preferably within the health/disability or community services sectors
- Experience client management systems and/or CRM and ERP systems
- A passion and expertise for working collaboratively and developing your skills and the skills in others
- Understanding of the principles of the Treaty of Waitangi and how these can be applied
- Excellent interpersonal, communication and influencing skills, and highly developed emotional intelligence
- A love of problem solving combined with resilience to cope with the unexpected or difficult
- Excellent planning and organisational skills
- Sound judgement and a high level of integrity
- Proactive and confident with a smattering of careful and a love of 'doing the do'
- Experience as a Support Worker or in a care coordination role is advantageous.

Key Relationships:

External: Customers, their family/whanau and their support network; Community groups and agencies; Government agencies; Health Professionals; Disability advocates; Private funders; Accident Compensation Corporation (ACC); National Assessment and Service Coordinators (NASC); District Health Boards (DHB); Oranga Tamariki; Department of Corrections and other service providers.

Internal: Service Delivery colleagues; Other colleagues providing services within the area; Service Centre team; Shared Services teams (People & Culture, Finance, Marketing & Communications, Quality, Strategy & Partnerships); MySkill

Agreement:

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my Manager to gather information from third parties where necessary for the purpose of performance management.

Name: _____

Signature: _____

Date: ____ / ____ / ____