



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Complaints Assessor Āteha Take Amuamu
<u>DEPARTMENT:</u>	Complaints Assessment Team
<u>REPORTS TO:</u>	Complaints Assessment Team Leader Kaihautū Rōpū

Ko wai tatou | Who we are

Under the Health and Disability Commissioner Act 1994, the Commissioner is required to promote and protect the health and disability services consumers' rights and facilitate the fair and efficient resolution of complaints relating to infringement of those rights.

Mō tēnei tūranga mahi | About this role

The principal role of the Complaints Assessor is to assist the Commissioner to promote and protect the rights of consumers and improve the quality of health and disability services, by receiving and progressing complaints in accordance with the legally available options, and within defined timeframes.

This role will focus on complaints associated with disabled people in Aotearoa New Zealand, and will work closely with the Deputy Commissioner Disability | Kaiāwhina Matua to promote and protect the rights of disabled people. From time to time, this role may also be required to assess complaints from the wider health sector.

A significant part of the job involves progressing complaint files and drafting sound, high-quality correspondence, as well as engaging with key stakeholders and members of the public to provide information and foster understanding of the Commissioner's role.

He aha tāu e mahi ana | What you'll be doing

- Manage a caseload of complaint files, including maintaining all documentation on the central database
- Drafting sound, legally correct correspondence — requesting information and obtaining clinical records, advising of options, updating parties, and conveying decisions
- Seeking expert advice
- Reviewing documentation (including clinical), and making suggestions for next steps on the file
- Drafting early resolution, provisional and decision letters
- Maintaining regular contact with complainants and providers to ensure all parties are kept up to date
- Managing the timely progress of actions needed to resolve complaints
- Taking an active role in complaint assessment meetings, presenting new complaints and assisting in the decision making process

- Assisting with the 0800 helpline as needed
- Contributing to the achievement of team objectives
- Complying with the HDC's information management strategy and policy.
- Undertaking other duties as required.

Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful

- Excellent writing skills
- Proven ability to communicate with people from a wide cross-section of the community, as well as with HDC staff of all levels
- A calm and professional approach, with a sensitive manner
- Proven ability to identify and solve problems, in consultation with colleagues
- Proven ability to explain decisions clearly and rationally
- Proven ability to manage multiple concurrent tasks and effectively prioritise
- A team player who is empathic and supportive of colleagues
- Enthusiasm for, and genuine interest in, the health and disability sector, with a strong awareness of topical issues and trends
- A relevant tertiary qualification - a background in law or a health and disability field will be an advantage. It is desirable but not essential that your background is in the context of support of disabled people | tāngata whaikaha.
- A minimum of two years relevant work experience, preferably more
- Familiarity with using databases, or the ability to quickly learn
- Awareness of issues related to the Te Tiriti o Waitangi and the aims and aspirations of Māori

Te Aronga o te Ratonga Tūmatanui | Public Service Purpose

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop.