

## HEALTH AND DISABILITY COMMISSIONER

### POSITION DESCRIPTION

**POSITION:** Complaints Assessor | Āteha Take Amuamu

**DEPARTMENT:** Complaints Assessment Team

**REPORTS TO:** Team Leader | Kaihautū Rōpū

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#### **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 HDC's Assessment Team 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 towards resolution, in accordance with the legally available options, and within defined timeframes.

As an Assessor a significant part of your role will be progressing files and drafting sound, high-quality correspondence, as well as engaging with key stakeholders and members of the public to provide information, consider resolution options and foster a better 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
- 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 medical field will be an advantage
- A minimum of two year's relevant work experience, preferably more
- Familiarity with using databases, or the ability to quickly learn
- Awareness of issues related to the Treaty of 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 whitake 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 hāpori, 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.*