

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

POSITION: Senior Complaints Assessor | Āteha Matua o ngā Take Amuamu

DEPARTMENT: Complaints Assessment Team

REPORTS TO: Team Leader | Kaihautū Rōpū

Ko wai tātou | Who we are

Under the Health and Disability Commissioner Act 1994, the Commissioner is required to promote and protect the rights of consumers of health and disability services 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.

This position is a senior member of the team, progressing complex complaint 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 understanding of the Commissioner's role. The Senior Assessors assist the Team Leaders in mentoring and growing the junior team members' skills, via training, reviewing work and giving file steers. There is also the opportunity to lead and participate in projects focussing on process and quality improvement.

This role will focus on complaints associated with Māori and Pacific People in Aotearoa New Zealand and will work closely with the Director Māori | Kaitohu Matamua Māori to promote and protect the rights of Māori and Pacific people. This role may also be required to assess complaints from the wider community on different subject matters.

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

- Taking ownership of a file load of largely complex complaints
- Attending hui-ā-whānau and documenting and summarising the kōrero
- Seeking cultural steers or advice on files
- Reviewing, often, complex data – identifying gaps and the source of further information in order to progress complaints

- Seeking expert advice
- Drafting sound, legally correct correspondence — requesting information and obtaining clinical records, advising of options, updating parties, and conveying decisions
- Liaising with key internal staff and external organisations in relation to complaint files
- Reviewing and mentoring junior team members
- Maintaining documents on the central database
- Maintaining regular contact with complainants and providers to ensure complaints are resolved in a timely manner
- Following up overdue complaint files
- Having an active role in complaint assessment meetings, managing the presentation of new complaints and assisting in the decision making process
- Assisting with the 0800 helpline as needed
- Training new and junior members of the team
- Complying with the HDC's information management strategy and policy.
- 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 — with a recognised ability to communicate with people from a wide cross-section of the community, as well as with HDC staff of all levels
- Calm and professional approach with a sensitive manner
- Proven ability to identify and solve problems
- Proven ability to explain decisions clearly and rationally
- Recognised ability to review, summarise and comprehend large amounts of information.
- Ability to apply legal precedents, follow legal advice, understand, incorporate legal concepts, and advice into correspondence.
- Ability to manage daily tasks in an organised and professional manner
- Team player — empathic and supportive of colleagues
- Experience of mentoring and reviewing the work of others
- Demonstrated ability to use information technology, including databases
- Enthusiasm for, and genuine interest in, the health and disability sector, with a strong awareness of topical issues and trends
- A tertiary qualification - a background in law, disability or a medical field will be an advantage. It is desirable that any clinical or cultural background is in the context of Māori and Pacific people.
- A minimum of four years' relevant work experience
- An understanding of the principles of 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.