



HEALTH & DISABILITY COMMISSIONER
TE TOIHAU HAUORA, HAUĀTANGA

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Senior Investigator Kaitūhura Matua
<u>DEPARTMENT:</u>	Investigations
<u>REPORTS TO:</u>	Team Leader, Investigations Kaihautū Rōpū, Ngā Tūhuratanga

Ko wai tatou | Who we are

Under the Health and Disability Commissioner Act 1994 (the Act), the Health and Disability 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 position has a strong focus on handling complex investigations, and on team support and leadership. The Senior Investigator supports the Team Leader, Investigations through coaching less experienced investigators and assisting with quality assurance to ensure the team produces consistently high quality work.

This role will focus on investigations 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 right 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

- Managing a caseload of complex files in accordance with required timeframes and quality measures using both existing and new processes and resolution pathways.
- Attending hui-ā-whānau and documenting, and summarising the kōrero.
- Seeking cultural steers or advice on files.
- Providing leadership, support and coaching to other investigators.
- Assisting with the training and induction of new team members.
- Undertaking quality assurance activities including peer review and analysis of investigators' written work, and providing guidance and support during the investigation process.
- Supporting the Associate Commissioner Complaints Resolution and/or Team Leader, Investigations with continuous quality improvement activities including the review and development of the investigations team, and its work.
- Complying with the HDC's information management strategy and policy.
- Proactively contributing to HDC's growth and development, for example, leading and participating in the wider leadership forum, projects, reviews and major assignments.

The Senior Investigator will also carry out such other duties, not listed above, as the Associate Commissioner Complaints Resolution and/or Team Leader, Investigations may require from time to time.

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

The ability to effectively manage multiple investigations, support colleagues and actively enhance team performance.

- An investigations background with a history of outstanding performance.
- Able to work effectively under minimal supervision.
- Ability to understand and facilitate complaints resolution processes.
- Able to embrace change and use both existing and new processes and resolution pathways.
- Ability to identify and prioritise complex issues, and deal with evidential difficulties/challenges.
- Outstanding written and oral communication skills, with demonstrated ability to communicate with people from a wide cross-section of the community.
- Ability to accurately convey complex information in clear and simple language.
- Strong analytical, communication and resolution skills.
- History of managing a heavy caseload, producing high quality work, and consistently meeting deadlines.
- Proven ability to lead and motivate colleagues.
- Strong interpersonal skills.
- Willingness to put colleagues first, as a team player.
- Initiative and professionalism.
- A relevant tertiary qualification (health or law an advantage) or relevant clinical or cultural background and experience. It is desirable but not essential that any clinical or cultural background is in the context of Māori and Pacific people.
- To have knowledge and understanding of the Treaty of Waitangi and cultural competence in health or other relevant settings.
- An awareness of the difficulties facing people who have a disability or special need.
- Sensitivity to the values of other cultural and ethnic groups.
- Sound working knowledge of HDC's legal framework, policies and procedures, or a demonstrated ability to quickly acquire this.
- Wide understanding of, or experience in, the health and disability sector.

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 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.