

Whakaaturanga Mahi – Job description

Job details	
Job title:	Clinical Services Advisor – Fixed Term
Reports to:	Service Manager, Clinical Advisory Services
Direct reports:	Nil
Role:	1.0 FE
Key relationships:	
<i>Internal:</i>	Clinical Advisory Services Operations Team All staff
<i>External:</i>	Assessors Suppliers and Subcontractors External contractors/consultants Disabled people and their whānau
Location:	

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

This role will provide efficient, high quality and customer-focused clinical support, education and information, empowering people to live an everyday life in everyday places.



Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Clinical Advisory Services support	- Support health professionals with clinical decisions to achieve optimal outcomes for their clients. - Promote optimal outcomes by ensuring clinical risk is considered and communicated to Assessors and Enable New Zealand team as appropriate. - Constantly review, reflect, and adapt Clinical Advisory Services to ensure the service is adding value for our customers. - Embrace and support new ideas being considered and changes implemented. - Proactively maintain clinical competency and share relevant knowledge and resources within the team.
Customer Relationship Management	- Willingly assist stakeholders as required. - Work closely with other members of Enable New Zealand to ensure provision of a timely, effective, and efficient service to our customers. - Represent Enable New Zealand as required.
Standards of work and conduct	- Produce work that is accurate and professionally presented within deadlines. - Actively identify, take responsibility and participate in opportunities to improve Enable New Zealand services for us and stakeholders. - Promote sustainable outcomes and good use of resources. - Incorporate relevant health legislation and standards into day-to-day work practices e.g. Enabling Good Lives principle-based approach.
Continuous Improvement	- Participate in relevant training programmes as directed or as requested and approved. - Actively participate in assessing own performance as part of regular and annual evaluations with Service Manager, Clinical Advisory Service. - Maintains relevant Allied Health Profession Annual Practicing Certificate. - Actively work within the team and utilise internal and external resources to support service development.
Health, Safety, and Wellbeing. <i>Applies knowledge and skills to all work practices to ensure compliance with the Health and</i>	- Is familiar with all policies and procedures as they affect the work environment. - Ensure that safe working procedures are practised, and no person is endangered through action or inaction.

Key objectives	Responsibilities
<i>Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i>	- Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards. - Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. - Actively participates in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	- Apply knowledge of Te Tiriti o Waitangi – Treaty of Waitangi and its application in Health to all work practices - Attend appropriate Te Tiriti o Waitangi education sessions
Cybersecurity and Data Privacy <i>Apply knowledge and skills to all work practices to protect the confidentiality, integrity, and availability of data and systems used by Enable New Zealand and comply with the Privacy Act 2020 and any subsequent amendments or replacement legislation</i>	- Follow Enable New Zealand policies and procedures when handling information to protect privacy and confidentiality. - Take care to only access or share information that is necessary for your role and authorised for use. - Be mindful of how information is discussed, stored, and shared (e.g. in conversations, emails, and documents), especially when it involves personal or sensitive details. - Report any suspected privacy breaches, data loss, or security concerns promptly through the appropriate channels. - Keep work devices, passwords, and access details secure and do not share them with others. - Ensure physical information (e.g. printed documents) is stored securely and disposed of appropriately when no longer required. - Support a culture of privacy and security by completing required training and applying it in day-to-day work. - Use approved tools and systems when handling Enable New Zealand information to maintain data integrity and security.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a program available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Qualifications and Experience

Essential

- New Zealand registration as an Occupational Therapist or Physiotherapist with a current practising certificate
- Proven experience (3+ years) in relevant clinical practice
- Current working knowledge of assistive technology, environmental and vehicle modification for people with disabilities or who have an injury related need.
- Demonstrated insight and use of current funding for people with a disability or who have an injury related need.
- Superior computer literacy skills, including all MS products.
- Be available to travel as part of core daily business
- Efficient time management and initiative to manage own workload to meet KPIs.
- Demonstrated excellent interpersonal skills and teamwork
- Working knowledge of the current Health and Disability sector

Desirable

- Experience providing clinical education, support, and direction to health services or community groups
- Experience of working with manufacturers and suppliers of assistive technology for people with disabilities or who have an injury related need.
- Experience in monitoring and supporting process improvement and project work
- Relevant post-graduate qualification

Physical Attributes:

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.