

Whakaaturanga Mahi – Job description

| Job details | |
|---------------------------|--|
| Job title: | Hire Equipment Driver/Installer |
| Reports to: | Branch Manager (Christchurch) |
| Direct reports: | Nil |
| Role: | 1.0 FTE |
| Key relationships: | |
| <i>Internal:</i> | Christchurch warehouse team Branch Manager Technicians and other warehouse staff Purchasing and Procurement staff |
| <i>External:</i> | Accredited/Registered Assessors Customers and whānau (family) Subcontractors |
| Location: | Christchurch warehouse |

Ko wai mātou – Who we are

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 disabled people and their whānau on behalf of the Accident Compensation Corporation (**ACC**) and Disability Support Services (DSS) on behalf the Ministry of Social Development (**MSD**).

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 works within the Christchurch warehouse team to provide short-term equipment hire that has been prescribed by therapists specifically to support people in their homes with their needs. The service includes delivery, installation and dismantling of equipment that once returned to the warehouse is cleaned, repaired and refurbished.

You will be required to develop and maintain very good working relationships with therapists, customers and whānau (family) when delivering and collecting equipment and will regularly enter the homes of people receiving palliative care.



Ngā mahi haepapa – Role responsibilities

| Key objectives | Responsibilities |
|--|--|
| Customer Service <i>Participates in all aspects related to delivering and collecting short-term hire equipment to palliative and other customers and creating a quality customer service experience.</i> | <ul style="list-style-type: none"> • Maintain a high level of customer service and satisfaction by making contact and working with customers and/or whānau to arrange suitable times for delivery or collection of equipment as requested by the prescribing therapist. • Based on deliveries/collection requirements, put together efficient delivery routes, and execute collections/deliveries in a timely manner. • Learn and maintain an efficient level of understanding of the assembly and use of equipment in the short-term equipment hire pool. • Assemble and install equipment. • Demonstrate to the customer or whānau, how to use certain equipment. Ensure users are confident using delivered equipment and answer any related queries. • Undertake accurate system data entry to ensure customer information and equipment levels are recorded. • Communication with customers/family for return of equipment. • Communication with freight companies. • Undertake other duties as requested by the Branch Manager to assist with warehouse operations. |
| Health and Safety <i>Apply knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i> | <ul style="list-style-type: none"> • 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. • Is aware of and can identify hazards and takes action accordingly, including preventing or minimising the adverse effects of hazards. • Ensure all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. • Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures. |
| Assist with the provision of an efficient and effective warehousing and repair service | <ul style="list-style-type: none"> • Administration of equipment inventory control • Undertake internal inventory control • Follow inwards and outwards goods standard operating procedures • Order and purchase supplies as required • Maintain up-to-date records through computerised asset management systems |

| Key objectives | Responsibilities |
|---|---|
| | <ul style="list-style-type: none"> Undertake cleaning, repairs, maintenance and refurbishment of equipment as required Liaise with manufacturers and suppliers of disability equipment to ensure compliance with warranty and guarantees for equipment Identify improvements for current processes and/or opportunities for new business Comply with purchasing and ordering policies |
| Te Tiriti o Waitangi – Treaty of Waitangi and Equity | <ul style="list-style-type: none"> Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions. |
| Personal Development | <ul style="list-style-type: none"> Represent Enable New Zealand on matters pertaining to processing and warehousing services. Contribute to special projects as directed by management. Identify gaps in services and products in processing/warehousing. Undertake training in your area of specialisation as required. |

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme 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:

Required Competencies

- A clean and current New Zealand Driver Licence
- Ability to drive a large vehicle, at times for long durations, as and when required.
- A good level of physical fitness is required as the role involves lifting heavy equipment.
- Excellent communication skills to discuss the delivery or collection of equipment with customers or whānau as appropriate.
- Ability to display empathy while undertaking work in sensitive environments.
- Ability to plan and organise daily workload
- Sound computer and data entry skills
- Ability to understand protocols regarding returned equipment, equipment cleaning and health and safety practices.
- Ability to work unsupervised and be self-motivated.
- Ability to maintain a clean and tidy work environment including replacement of spare parts stored in delivery vehicle.
- Ability to work in a team environment.
- Attention to detail and methodical in work practices.

Preferred Competencies

- Mechanically minded and have a basic understanding of electrical repairs.
- Experience with stock management systems.
- Experience and ability to effectively clean disability equipment.

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 People and Culture team.