

Whakaaturanga Mahi – Job description

Job details

Job title:	Wheelchair Technician
Reports to:	Branch Manager, Warehouse
Direct reports:	Nil
Role:	1.0FTE
Key relationships:	
<i>Internal:</i>	National Manager, Warehouse and Logistics Branch Manager, Technicians and warehouse kaimahi Clinical Services Advisors Customer Service Facilitators
<i>External:</i>	Manufacturers and suppliers of equipment and services to Enable New Zealand Accredited/registered assessors Customers including individuals, rest homes and other health districts Subcontractors
Location:	Hamilton/Palmerston North/Christchurch

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

The Wheelchair Technician role assists with the provision of efficient and effective equipment repair and refurbishment services for the Hamilton, Palmerston North, and Christchurch localities of Enable New Zealand on behalf of Whaikaha and ACC.



Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<p>The Enable New Zealand Processing Teams will be purchasing, processing and approving funding on behalf of Whaikaha and ACC for wheelchairs and equipment and the purpose of this position is to:</p>	<ul style="list-style-type: none"> • Undertake repair and maintenance of issued equipment internally and externally. • Assist with inward and outward goods procedure. • Assess a wheelchair and identifying problems and solutions available. • Have knowledge of modifications and their impact on the function of wheelchair design. • Provide quotations prior to work being completed. • Fit upholstery, components, and accessories. • Order and purchase supplies as required. • Assist with computerised asset management system. • Internal inventory control. • Collection and delivery of equipment as required. • Represent Enable New Zealand. • Assist at wheelchair and seating outreach days. • Undertake other duties as negotiated with the Branch Manager.
<p>Planning and Control Accountabilities <i>Primary accountabilities are associated with the efficient operation of the technician service.</i></p>	<ul style="list-style-type: none"> • Set realistic goals and objectives relevant for the Enable New Zealand wheelchair service in consultation with the National Manger, Warehouse and Logistics, Branch Manager and warehouse technicians. • Plan workloads to achieve goals and objectives. • Identify areas where personal skills require up-skilling to improve the performance of technicians. • Meet or exceed expected turnaround times for processing and technicians' transactions. • Identify opportunities for improving in the processes and efficiencies for processing and technicians.
<p>Enable New Zealand Limited Accountabilities</p>	<ul style="list-style-type: none"> • Represent Enable New Zealand on matters pertaining to the processing and technician services. • Contribute to special projects as directed by management. • Identify gaps in services and products in the processing, technician and warehouse services. • Provide training in your area of specialisation as required. • Comply with purchasing and ordering policies.
<p>Personal Development <i>Ensures skills and knowledge are up to date so the requirements of the position can be met</i></p>	<ul style="list-style-type: none"> • Participates in Enable New Zealand's performance management process • Develops and undertakes individual personal development plan.

Key objectives	Responsibilities
<p>Health, Safety, and Wellbeing</p> <p><i>Applies 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></p>	<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 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 participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.
<p>Te Tiriti o Waitangi – Treaty of Waitangi and Equity</p>	<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.

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:

Skills and Attributes

The skills and competencies required for this position are to:

- be flexible and prioritise work
- work unsupervised
- problem solve
- be self-motivated
- work accurately and with attention to detail
- be an active listener and assess needs
- work effectively as a team member
- set and meet realistic deadlines

And require the ability to:

- Carryout light engineering work.
- Repair, refurbish and maintain both manual and powered wheelchairs and equipment
- Experience with fitting, repairing and light fabrication structure.
- Basic automotive electrical knowledge.
- Work with manufacturers and suppliers of equipment for people with disabilities.
- Hold a current and clean New Zealand Driver Licence.
- Maintain a high level of product knowledge.

Work approach and personal attributes:

- Is highly skilled in time and organisational management demonstrated by the ability to meet constantly changing demands and deadlines.
- Passionate about work and highly motivated, energetic and enthusiastic.
- Strong commitment to continuous quality improvement with a customer focus.
- The orientation and ability to make things happen on time, to make an accurate assessment of the scale and scope of the task ahead, to prioritise and resource so that delivery is assured.

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.