

Whakaaturanga Mahi – Job description

Job details	
Job title:	Service Manager, Clinical Advisory Services
Reports to:	National Manager, Clinical Advisory Services
Direct reports:	Clinical Advisory Services team
Role:	1.0FTE
Key relationships:	
<i>Internal:</i>	Chief Executive Executive Leadership Team National Managers Service Managers Service Delivery teams Branch Managers and warehouse kaimahi Key Account Managers
<i>External:</i>	Disability Support Services Ministry of Social Development ACC Contract Relationship Manager, Case Managers and other kaimahi Accredited assessors Te Whatu Ora Health New Zealand District managers and kaimahi Sub-contractors and suppliers Customers and whānau/support person
Location:	Negotiable

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 purpose of the Service Manager, Clinical Advisory Services is to provide effective leadership and support to the Clinical Advisory Services team to ensure the most efficient and cost-effective delivery



of the contracted services held by Enable New Zealand for Whaikaha, ACC and relevant Te Whatu Ora | Health New Zealand (**Te Whatu Ora**) services.

You will help to develop a shared understanding of the services offered by Enable New Zealand through actively promoting opportunities to improve outcomes for Whaikaha, ACC and Te Whatu Ora Districts and their customers.

This role will contribute to the ongoing development of services for Whaikaha, ACC and Te Whatu Ora Districts that supports the efficient delivery of the contracts held by Enable New Zealand and enhances all networks and relationships.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Leadership	• Works closely with the National Manager, Clinical Advisory Services and other Service Managers with respect to allocation of team roles, leave coverage, training and development, and general advice and support across the team. • Ensure all direct reports have performance goals and plans in place and actioned (including three months of their commencement), and that this process is carried out in accordance with the organisation's performance measuring programme. • Provides induction training, peer support and mentorship to the Clinical Advisory Services team as required. • Effectively builds and leads a cohesive, constructive, and supportive team. • Identify and analyse trends in risk management. Raise issues and recommendations to National Managers to action as necessary. • Supports business monitoring to ensure that individual practice reflects best business practice. • Supports the Clinical Advisory Services team through periods of change, encourages constructive challenge, expression of ideas and embracing opportunities for change. • Completes the selection and recruitment of kaimahi as required.
Maintenance of Standards and Professional Development	• Maintains and meets the relevant Health Practitioner Competency Act requirements. • Ensure all staff and self, meet the required measure for each health regulatory authority with the relevant practicing bodies (OT/PT Board), specifically each Clinical Services Advisor meet the specifications of the Health Practitioners Competence Assurance Act 2003 (HPCA Act)

Key objectives	Responsibilities
	- Leads by example and sets the standard for professional behaviour and excellent work habits. - Achieves objectives identified and agreed to in the relevant performance and goal setting plans. - Participation in relevant training programmes as required, or as approved, to support a high level of productivity and quality. - Participation in regular evaluation of own performance with National Manager, Clinical Advisory Services. - Undertake all duties and responsibilities in accordance with the Privacy Act 2020 and Enable New Zealand's privacy policies and procedures.
Strategic Focus <i>Input to strategic and service plans for the Clinical Advisory Services team</i> <i>Participate in new/enhanced opportunities identified by Enable New Zealand and identify possibilities for service enhancement</i>	- Strategic service plans (including annual plans) are developed, documented and compatible with Enable New Zealand strategic objectives. - Contributes positively and constructively to identified opportunities.
Service Delivery Provide clinical advice and liaise on set criteria or relevant legislation and clinical, disability, equipment, assessment for equipment and housing modifications to all key internal/external stakeholders. Respond to one off requests by stakeholders and/or internal users to track and analyse trends in service levels. Provide input to customer complaints and review of decisions.	- Maintains a timely, effective and efficient file review process. - Ensures Clinical Advisory Services team meets its contractual obligations including outcomes, delivered in a timely and efficient manner, by meeting service key performance indicators (KPIs) to stakeholders such as Disability Support Services-MSD, ACC and Te Whatu Ora Districts within Enable New Zealand geographical areas. - Responsible for quality external customer interaction and outcomes related to the Clinical Advisory Services team. - Engage with stakeholders and providers to deliver shared objectives and collaborative service delivery - Opportunities to improve service delivery are identified, consistent with the principles of LEAN. - Responsible for quality internal customer interaction and outcomes related to the Clinical Advisory Services team. - Processes are in place and documented. Where applicable there are seamless transitions to other Enable New Zealand service delivery teams.
Service Delivery	Ensures that the Clinical Advisory Services team practices continues quality improvement and collaborates internal and external stakeholders to ensure consistent initiatives and approach.

Key objectives	Responsibilities
	- Ensures the Clinical Advisory Services team maintains a timely, effective and efficient file review process. - Ensures outcomes are delivered in a timely, responsive and efficient manner. - Processes are in place and documented. Where applicable, there are seamless transitions to other Enable New Zealand teams. - Provide oversight of the audit and monitoring of services request for Whaikaha and ACC made by assessors. - Data requests are complete in a timely and efficient manner. - Internal data base for the Clinical Advisory Services team is up-to-date and relevant to the provision of data to stakeholders.
Provide professional advice and education and training as relevant to all Enable New Zealand services both internally and externally	- Ensures delivery of and takes responsibility for the provision of education and advice to customers, delivered by the Clinical Advisory Services team. - Ensures a shared understanding of the services offered by Enable New Zealand is maximised through actively promoting opportunities to improve outcomes for Disability Support Services-MSD, ACC, Te Whatu Ora Districts and customers. - Contribute to the ongoing development of services for Disability Support Services-MSD, ACC and Te Whatu Ora Districts that support the efficient delivery of the contracts held by Enable New Zealand and enhances all networks and relationships.
Reporting/Surveys	- Clinical Advisory Services team monthly report provided within agreed timeframes. - Contractual KPIs undertaken and reported for the monthly, six-monthly and annual reports. - National credentialing service report provided within agreed timeframes. - Outreach team narrative report provided within agreed timeframes. - Seating and wheelchair quarterly reporting. - Analysis any survey questionnaire sent out to customers and report. - Provide accurate, timely, and insightful reports to the Chief of Operations, National Manager Clinical Advisory Services, and Key Account Managers to support operational oversight, performance monitoring, and informed decision-making.
Risk Management	Contribute to the risk management plan for the Clinical Advisory Services team and Enable New Zealand.

Key objectives	Responsibilities
	Identify risk management issues.
Health, Safety, and Wellbeing <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>	- 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.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Complete 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 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:

Qualifications and Experience

Essential

- New Zealand registered allied health professional with current practicing certificate.
- Extensive background in clinical practice across diverse settings, with a minimum of 8 years' experience in varied healthcare environments.
- Proven ability to lead and manage clinical teams effectively.
- Experience in managing operational aspects such as budgeting, resource allocation, and workflow optimisation.
- Previous experience in leading and coordinating multi-disciplinary teams.
- Experience in implementing and monitoring quality improvement initiatives.
- Knowledge of healthcare regulations and standards, ensuring compliance within clinical services.
- Strong skills in collaborating with various stakeholders, including healthcare professionals, administrators, and external partners

Skills and Attributes

- Strong ability to lead, inspire, and motivate a team to achieve goals.
- Excellent verbal and written communication to convey complex information clearly and effectively.
- Strong analytical and critical thinking skills to identify issues, develop solutions, and implement effective strategies.
- Exceptional organisational and time management to manage priorities and meet deadlines.
- Ability to build and maintain positive relationships with team members, stakeholders, and customers.
- In-depth understanding of clinical practices, healthcare regulations, and standards.
- Proficiency in planning, executing, and monitoring projects for successful completion.
- Knowledge of budgeting, financial planning, and cost-effective resource management.
- Flexibility to manage changing circumstances and wellbeing effectively.
- Ability to develop long-term plans and align team goals with organisational objectives

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.