

Whakaaturanga Mahi – Job description

Job details	
Job title:	Specialist Services Coordinator
Reports to:	Service Manager, Specialist Services
Direct reports:	Nil
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Contact Centre team Equipment team Professional Services team Procurement and Contracts team ENZ Refurbishment Centre teams Other functions within the organisation
<i>External:</i>	ACC DSS Assessors and clinicians Clinical Advisory Services team Finance
Location:	Palmerston North

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 (**Enable**), we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

The Specialist Services Coordinator is responsible for assessing eligibility, processing applications, and providing high-quality customer service for vision and hearing-related equipment and services.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Client and Customer Service	- Respond to email and telephone enquiries from internal and external customers, including clients, families/whānau, assessors, suppliers, and hearing- or visually-impaired individuals, using professional language and within agreed timeframes. - Maintain accurate and complete customer service histories within Enable systems. - Process requests for review or reassessment of declined decisions in line with established procedures. - Prepare and issue decline letters in accordance with organisational standards. - Deactivate and reactivate deceased client records in line with policy and sensitivity requirements.
Eligibility Assessment and Application Processing	<u>Vision Services</u> - Analyse requests for spectacle lenses, frames, eye examinations, eye patches, and repairs to determine eligibility in accordance with established guidelines. - Conduct audits for spectacle applications requesting frames over \$250 (incl. GST) and issue advisory letters to assessors outlining guideline requirements. - Review and correct purchase orders to ensure alignment with clinical invoices. - Generate credit adjustments for spectacle subsidy reversals in line with organisational policy. - Develop foundational knowledge of visual disabilities and interpret basic optical test results. <u>Hearing Services</u> - Analyse requests for hearing aids, accessories, repairs, and insurance claims to determine customer eligibility in accordance with established guidelines. - Review and correct purchase orders to ensure alignment with supplier invoices. - Process supplier credits for returned hearing aids accurately and in a timely manner. - Generate credit adjustments for hearing aid subsidy reversals in line with organisational policy. - Maintain records of hearing aid trials (re-trials, unsuccessful trials, and successful trials) and follow up with assessors using supplier credits. - Develop foundational knowledge of audiology equipment and interpret basic audiological test results.

Key objectives	Responsibilities
Data, Systems, and Financial Integrity	- Register new clients, suppliers, and customers in the database by verifying details against the NHI database and confirming postal addresses using Post Finder. - Maintain and update customer and supplier records, including personal details, contact information, and bank account information. - Investigate and resolve applications stuck in system exceptions. - Monitor batch job errors, conduct investigations, and resolve underlying system issues. - Monitor financial dashboards, analyse discrepancies, and initiate corrective actions. - Add Enable New Zealand employees to systems for employee reimbursement processing.
Compliance, Reporting and Quality Assurance	- Adhere to all Ministry compliance requirements, contractual obligations, and organisational standards. - Conduct audits and quality checks to ensure accuracy and policy alignment. - Send required reports to Ko Taku Reo and other stakeholders as required. - Maintain high data quality standards across all systems and processes.
Stakeholder and Relationship Management	- Facilitate effective relationships between clients, families, assessors, suppliers, procurement, finance, IT teams, and other internal stakeholders. - Develop and maintain a list of audiological assessors for the hearing aid price list.
Process Improvement, Systems, and Training	- Manage and maintain email templates and Standard Operating Procedures (SOPs), ensuring they remain accurate, current, and relevant. - Work closely with the IT team to test system upgrades and ensure they meet contractual and operational requirements. - Provide training and onboarding support for new Client Services staff. - Contribute to positive team culture, knowledge sharing, and continuous improvement initiatives.
Health, Safety, and Wellbeing. Apply HSW knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any	- 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.

Key objectives	Responsibilities
subsequent amendments or replacement legislation	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. 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 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

- Experience working in health, disability, or social services environments.
- Familiarity with Ministry-funded programmes and compliances frameworks.
- Experience in customer service, eligibility assessment, or administration roles.

Skills and Attributes

- Strong organisational and time management skills with the ability to move between multiple workflows.
- High attention to detail and commitment to data quality.
- Foundational knowledge of audiology and visual impairment services.

Supporting disabled people and their whānau to live everyday lives in their communities

- Confident understanding of contracts, eligibility criteria, and Ministry guidelines.
- Strong analytical, critical thinking, and problem-solving skills.
- Confident computer skills, including effective use of Enable systems and Microsoft applications.
- Professional, clear, and empathetic communication skills (written and verbal).
- Ability to build and maintain effective relationships with diverse stakeholders.
- Ability to explain eligibility decisions clearly and sensitively.
- Training and mentoring capability.
- Positive contributor to team morale and collaborative working environment.

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.