

Whakaaturanga Mahi - Job description

Job details

Job title: EMS Sub-Contractor Liaise (ACC Equipment)

Reports to: National Warehouse & Logistic Manager

Role: Full-time permanent (1.0 FTE)

Internal:

- Technical and Warehouse staff, all branches
- Customer Services Team (finance, Contact Centre, Facilitators)
- Procurement Team
- Personal Assistants
- Branch Warehouse & Distribution Administrators
- EMS Advisory Team

External:

- Subcontractors
- Assessors
- Suppliers and Service Providers
- Clients and Car Facilities

Location:

- Palmerston North, Hamilton, or Christchurch

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 Whaikaha – Ministry of Disabled People (**Whaikaha**) 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

To deliver assistance to Subcontractors to ensure best utilisation of available resources to facilitate an efficient and time relevant repair/refurbishment service in a cost-effective manner.



Ngā mahi haepapa - Role responsibilities

Key objectives	Responsibilities
Provide high quality support to Subcontractors	- Establish and maintain regular contact to keep Subcontractors informed about sector changes relevant to their function - Organise and provide training for Administrative and Technical staff on contractual requirements and parameters around the service they provide - Check requests for Purchase Orders and provide a prompt response - Check the service/repair history for the equipment on the Purchase Order request to identify recurring issues, validity of the nature of the repairs and assess the costs as appropriate for the job - Identify modifications on the Purchase Order requests and advise subcontractor/assessor of correct procedure - Check invoices with price variations and receipt - Assist with difficult enquiries relating to issued assets and re-asset or new asset when necessary - Write off equipment "uneconomical to repair" against the asset number - Review the pre-approved repairs invoice spreadsheet for errors and anomalies - Assist with warranty issues - Provide service history to assist with the write-off process - Keep sub-contractors informed of common issues and new developments - Provide training as appropriate for Subcontractor administration and technical staff - Assist with input and presentation at Sub-contractor seminars - Identify and put processes for "working smarter" into place - Keep a register of written off power wheelchairs for follow-up with assessors - Assist with the updating of the Subcontractors Manual - Prepare and update Subcontractors Administration/Technicians Manual
Identify Possible Problems	Identify trends and recurring repair issues and provide information to Subcontractors accordingly and where advisable the assessors
Asset Information	- Correct information in the database when asset and client don't match - Provide reprints of asset labels for Subcontractors, assessors, and clients - Find and identify equipment without asset numbers to validate MoH ownership and that it is with the correct client. Remedy if not or provide information for the Subcontractor to go back to the assessor - Tidy up asset database removing equipment from client when replacement supplied

Key objectives	Responsibilities
Assessor Relationships	• Provide information to assessors regarding equipment repair history for possible modification to prevent repairs of a recurring nature • Advise assessors if Subcontractors advise to the client may be unsafe or misusing equipment • Discuss writing off and/or replacing client equipment based on service/repair history • Assist with identifying equipment
Customer Relationship Management	• Develop and maintain key internal and external relationships to facilitate an efficient repair and refurbishment service • Provide assistance to assessors with regards to facilitating repairs and modifications • Maintain relationships and provide assistance when required for branch Warehouse Administrators • Handle client enquiries/issues with Subcontractor or equipment
Standards of work and conduct	• Maintain an open, honest, “no surprises” relationship with Team Lead and Manager • Produce work that is accurate and professionally presented, with completion deadlines met • Comply with relevant Organisation policies and procedures • Comply with the Statement of Government Expectations of the State Sector • Be discreet and display tact, diplomacy, cultural sensitivity and awareness, and have high level and effective communication skills • Maintain strict confidentiality relating to consumer /provider /personnel information and DHB and Enable New Zealand business. • Always behave in a strictly professional manner, providing a good role model for others
Professional Development	• Attend courses that will increase the skill base of Enable New Zealand. • Attend relevant conferences and seminars. • Participates in six monthly performance review process and identify any development needs. • Participates in relevant training programmes as required, or as approved, to support a high level of productivity and quality.
Apply Health and Safety 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	• 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

Key objectives	Responsibilities
	Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures
Understand and apply knowledge of the Treaty of Waitangi	- 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

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 Experience:

- A high level of technical and professional skill or knowledge in position related areas
 - Computer literacy skills in Microsoft Office with emphasis on the applications Word, PowerPoint, Excel and Outlook (essential)
 - Experience and knowledge of PA/Administrative principles and practices
 - Experience working within a senior management/professional office
- Possession of excellent written, oral and interpersonal skills

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 Senior Workforce Advisor.