

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Investigations Administrator Kaiwhakarite Tūhuratanga
<u>DEPARTMENT:</u>	Investigations
<u>REPORTS TO:</u>	Team Leader, Investigations Kaihautū Rōpū, Ngā Tūhuratanga

Ko wai tatou | Who we are

Under the Health and Disability Commissioner Act 1994, the Commissioner is required to promote and protect the health and disability services consumers' rights and facilitate the fair and efficient resolution of complaints relating to infringement of those rights.

Mō tēnei tūranga mahi | About this role

The principal role of the Investigations Administrator is to work closely with the Investigations Team providing general administrative support to a high caseload of complaints being investigated by an Investigator/Senior Investigator.

He aha tāu e mahi ana | What you'll be doing

- Assisting with general administrative tasks such as sending, printing, photocopying and receiving correspondence, electronically scanning and filing correspondence, preparing electronic document bundles, and organising meetings.
- Proof-reading and fact-checking investigation reports as well as reviewing anonymised reports.
- Providing timely and empathetic updates to members of the public, responding to general enquiries and communicating delays on files via email and telephone.
- Preparing files for allocation to an Investigator/Senior Investigator including compiling documentation for review.
- Carrying out preliminary actions on files including drafting letters notifying parties of the commencement of a formal investigation.
- Monitoring and following up on overdue information on investigation files.
- Maintaining the administrative component of the unallocated files database.
- Complying with the HDC's information management strategy and policy.
- Coordinating a high caseload of files awaiting allocation to an Investigator/Senior Investigator including consulting and liaising with consumers and families/whānau who have made a serious complaint about a health and/or disability service.

The Investigations Administrator will also carry out such other duties, not listed above, as the Associate Commissioner Investigations or the Team Leader, Investigations may require from time to time.

Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful:

- Proven organisational skills and ability to coordinate a diverse range of tasks and activities across a high caseload.
- A demonstrated ability to use information technology, including databases and word processing packages (such as Microsoft Word and Excel as well as PDF platforms).
- Experience in handling sensitive and confidential information including an understanding of the application of the Privacy Act 2020 and the Official Information Act 1982.
- Outstanding written and oral communications skills, with experience in dealing with people from a wide cross-section of the community.
- Can demonstrate effective relationship management and de-escalation skills in sometimes difficult situations.
- A calm and professional approach with a sensitive and empathetic manner.
- An awareness of the difficulties facing people who have a disability or special needs, as well as sensitivity to the values of other cultural and ethnic groups.
- An understanding of, experience or interest in the health and disability sector or the ability to obtain such an understanding.
- Knowledge and understanding of the Treaty of Waitangi and cultural competence in health or other relevant settings.
- Ability to work effectively under minimal supervision.
- Initiative and professionalism.
- A team player.

Te Aronga o te Ratonga Tūmatanui | Public Service Purpose

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop