

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Team Leader, Complaints Assessment Kaihautū Rōpū - CAT
<u>DEPARTMENT:</u>	Complaints Assessment Team (CAT)
<u>REPORTS TO:</u>	Associate Commissioner Complaint Resolution Toihau Tuarua Whakatau Amuamu

Ko wai tātou | Who we are

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

Mō tēnei tūranga mahi | About this role

The Team Leader is accountable for the timely and quality delivery of Complaints Assessment Team goals for their assigned team. This includes taking responsibility for achieving organisational and team targets and managing and leading team performance.

The Team Leader provides leadership, coaching and management to their assigned staff and is responsible for identifying and supporting the individual training and development needs of their team members.

The Team Leader will contribute to the operational leadership of the Complaints Assessment Team.

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

Leadership and Management

- Providing effective leadership and management to assigned team, ensuring agreed targets are met and complaints are processed in a timely manner
- Managing and maintaining overall day to day complaints assessment activities and the resources needed to ensure the effective and efficient function of assigned team
- Resolving any issues or conflict and fostering a team environment, both within the immediate team and the organisation as a whole
- Allocating work to team members
- Managing and undertaking HR functions such as recruitment, training, support and performance management in accordance with organisational policy
- Providing support and development to team members to enhance individual, team and organisational performance

Service Management

- Ensuring staff practice is in accordance with HDC complaints assessment quality standards, procedures and quality assurance processes
- Providing operational reporting on performance of the entire team to the Associate Commissioner, Complaints Resolution
- Ensuring that relevant databases and other IT tools are being used appropriately and that complaints and appropriate information is uploaded accurately and in a timely manner
- Monitoring the case management system and complaints assessment processes and delivery and identifying areas for improvement
- Contributing to the development of HDC strategies, policies and practices
- Ensuring complaints resolution services are culturally appropriate to Māori and other ethnically diverse groups
- Monitoring key stakeholder satisfaction

Complaint and Quality Management

- Ensuring quality control of processes including compliance with privacy and official information obligations.
- Exercising statutory delegation in a sound and appropriate manner
- Using quality judgment to ensure team members draft high quality, relevant and legally sound correspondence to stakeholders on complaint files
- When required, participating in or overseeing triage meetings and decisions alongside a Deputy Commissioner
- Reviewing files (particularly when complex information is received) and drafting recommendations to decision makers to identify the issues and provide suggestions as to how the complaint should be handled by this Office
- Undertaking research to assist with decision-making using appropriate tools
- Analysing information provided, identifying any gaps and requesting further data in order to progress the complaint
- Obtaining preliminary expert advice on Complaints Assessment files
- Ensuring regular contact and communication with internal staff and other external stakeholders
- Reviewing letters and documents ensuring high quality, relevant and sound information and correspondence
- Managing incoming correspondence regarding complaints or enquiries efficiently, effectively and identifying any high risk matters

Relationship Management and Education

- Establishing and maintaining excellent relations and networks with key external stakeholders, including Advocacy services, registration authorities, District Inspectors, Coroners, Ministry of Health, ACC and expert advisors
- Undertaking relevant education and promotional presentations as required to promote the Act and Code of Rights

Other Tasks

- Undertaking project work and managing projects as required by the Associate Commissioner Assisting with the experts database as required
- Complying with the HDC's information management strategy and policy
- Performing other tasks and duties as required by the Associate Commissioner

Ngā rōpū whaihua | Who you'll work with

All HDC employees have a responsibility for managing relationships in some or all of the key sectors we work with. In this role, the key relationships to be developed are as follows:

Reports to:	Associate Commissioner, Complaints Resolution
Responsible for:	Senior Complaints Assessors, Complaints Assessors / Helpline Assessors, Complaints Administrators and part-time Complaints Assessor Assistants (as assigned)
Internal HDC relationships:	All staff within HDC
Communities and the public:	Consumers, Health and Disability sector providers; DHBs, advocates, vendors, Coroners, District Inspectors, ACC, expert advisors, Ministry of Health, registration authorities etc.

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

- Experience and success in team management, including training and development and performance management
- Sound leadership and management skills to motivate a growing team that processes a high volume of work within tight deadlines
- Excellent written and oral communication skills – with a recognised ability to communicate with people from a wide cross section of the community
- Highly developed relationship management skills and a demonstrated focus on quality and service improvement
- Analytical and enquiring mind with ability to express complex ideas in a logical way
- Experience in a service delivery environment involving high volumes of work within a statutory framework
- Experience in business planning, budget management and management reporting
- Proven ability to work under pressure and meet deadlines
- Displays initiative, problem-solves and makes pragmatic decisions
- Demonstrated ability in using IT, including databases and Microsoft packages
- Ability to apply legal precedents, follow legal advice and understand and incorporate legal concepts and advice into correspondence
- In-depth understanding of relevant legislation, policies and procedures, with a well-rounded knowledge of the New Zealand health and disability sector
- An understanding of the principles of the Treaty of Waitangi and the aims and aspirations of Māori
- A relevant tertiary qualification
- Sensitivity to issues related to equity, people with disabilities, and cultural and social needs.

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 hāpori, 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