

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Advisor, Research and Analysis Kaitohutohu, Rangahau me te Tātari
<u>LOCATION:</u>	Wellington
<u>REPORTS TO:</u>	Principal Advisor, Research and Education Kaitohutohu Matua - Rangahau me te Mātauranga
<u>CONTRACT TYPE:</u>	Part or full-time position

Ko wai tātou | Who we are

Under the Health and Disability Commissioner Act 1994 (the Act), the Health and Disability Commissioner (HDC) 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 primary purpose of the Advisor, Research and Analysis role is to contribute to HDC's function by undertaking analysis of our complaints data in order to highlight systemic issues in the health and disability system.

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

The Advisor, Research and Analysis will assist with implementing HDC's research and analysis strategy through a variety of responsibilities and duties, including but not limited to:

- Developing and monitoring the coding protocols for complaints data on HDC's complaints database
- Interrogating HDC's complaints database for information for use in responding to requests for information
- Assisting the Principal Advisor, Research and Education to analyse HDC's complaints data and prepare reports and briefings on this analysis
- Gathering and analysing research, data, literature reviews and other information from a range of sources to provide the foundation for briefings and reports
- Preparing briefings and reports ensuring all material is clear, concise, factually accurate, evidence-based and analytically robust.
- Develop and maintain effective relationships with other HDC teams and staff.
- Complying with the HDC's information management strategy and policy.

- Performing other tasks as required by the Principal Advisor, Research and Education or Commissioner/Deputy Commissioners

Key Relationships

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:	Principal Advisor – Research and Education
Responsible for:	N/A
Internal HDC relationships:	All staff within HDC particularly the Strategy Team, the Complaints Resolution Teams, the Corporate team, cultural and clinical advisors and the Executive Leadership Team.
External relationships:	HQSC, Ministry of Health and consumer and provider groups.

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

- An appropriate tertiary qualification, preferably at post-graduate level
- Strong understanding of and experience in research, particularly qualitative analysis
- Enquiring mind with a strong ability to express complex ideas in a logical and easy to understand way
- Recognised ability to review, summarise and analyse large amounts of information
- Excellent written and oral communication skills, including a demonstrated ability to communicate research findings
- A history of producing high quality work and consistently meeting competing deadlines.
- Team player — empathetic and supportive of colleagues
- Demonstrated ability to use IT systems, including databases
- Enthusiasm for, and genuine interest in the New Zealand health and disability sector, with an awareness of topical issues and trends
- Knowledge and understanding of the Treaty of Waitangi.

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