

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Resolution Assessor Āteha Whakatau
<u>DEPARTMENT:</u>	Complaints Assessment Team
<u>REPORTS TO:</u>	Team Leader Kaihautū Rōpū

Ko wai tatou | 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 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 Complaints Assessment Team is to assist the Commissioner to promote and protect the rights of consumers and improve the quality of health and disability services, by resolving complaints through a person centred, culturally responsive and effective process.

This position will help to ensure and maintain the integrity of the Commissioner's complaints resolution process by critically analysing outcomes of complaints that have been resolved between the parties. They will work to identify matters that need to be acted upon further and escalated, as well as helping to identify themes and trends that emerge amongst non-investigation files.

The Resolution Assessor will also be critical in providing an independent analysis of closed complaints where parties have raised concerns about the decision or process followed. The Resolution Assessor will be required to advise the Commissioner on any matters where complaints may need to be re-opened for further assessment or action.

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

Analysis of complaints resolved between the parties

With the assistance of a Complaints Assessment Team administrator:

- Undertaking a robust analysis and review of provider responses and Advocacy reports to determine whether the provider has appropriately responded to the consumer's concerns.
- Assessing whether any further actions or follow up are required.
- Following up on additional information as required.
- Working closely with internal teams on identifying any themes and patterns emerging from Early Resolution complaints, and escalating where appropriate.

- Assisting Decision Makers with drafting letters to parties and appropriate external agencies, as needed.
- Communicating with parties to advise of final outcomes or changes to decision.
- Ensuring that parties provide timely responses to complaints, and following up where necessary.
- Undertaking other tasks as required.

Review and Analysis of closed complaints

In collaboration with the Legal Team and other internal teams:

- Support the Complaints Assessment Team in the management of closed files through running Closed File triage meetings and keeping worklogs of closed file work.
- Undertake detailed analysis of closed complaints where needed, particularly where parties have raised concerns about the reasonableness of the decision or process followed on complex files.
- As needed, take complaints assessed as not been adequately resolved through the closed file review process.
- Provide advice to the Commissioner and others on whether complaints need to be re-opened for further assessment.
- Work closely with CAT leaders and Legal Team to develop guidelines and processes for management of closed files.
- Complying with the HDC's information management strategy and policy.
- Advising on activity to improve existing closed file processes.

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

- Excellent writing skills
- Proven ability to communicate with people from a wide cross-section of the community, as well as with HDC staff of all levels
- A calm and professional approach, with a sensitive manner
- Proven ability to use initiative, identify and solve problems, in consultation with colleagues
- Proven ability to explain decisions clearly and rationally
- Proven ability to manage multiple concurrent tasks and effectively prioritise
- A team player who is empathic and supportive of colleagues
- Enthusiasm for, and genuine interest in, the health and disability sector, with a strong awareness of topical issues and trends
- Effective stress management and resilience skills
- A high level of independence and initiative
- An understanding of quality control in a healthcare setting
- A relevant tertiary qualification - a background in law or a medical field will be an advantage
- A minimum of three years' relevant work experience, preferably more

- Familiarity with using databases, or the ability to quickly learn
- Awareness of issues related to the Treaty of Waitangi and the aims and aspirations of Māori
- Ability to work inclusively with respect for the different values and needs of Aotearoa’s diverse communities.

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:	Team Leader, Complaints Assessment
Responsible for:	N/A
Internal Relationships	All staff within HDC
Communities and the public:	Consumers, Health and Disability sector providers, DHBs, advocates, mediators and experts.

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