



Position Description

Clinical Rehabilitation Coordinator

Position No.: [TBC]
JE Reference: [TBC]
Last updated: 8/04/21

Position Title: Clinical Rehabilitation Coordinator
Reporting Manager: Clinical Team Leader Solora
Tier: 4
Division: Solora
Location: Wellington

Who We Are

Solora is a service coordination and network management organisation that provides services through a network of contracted partners. Services are centrally coordinated by a team of skilled registered health professionals experienced in restorative care, rehabilitation and sensitive claims and then delivered by our partners with the experience and resources to meet individual client needs.

Why You're Here

The Clinical Rehabilitation Coordinator is responsible for the day to day coordination and monitoring of flexible, integrated home and community support to meet the assessed needs of the client and efficiently achieve the best possible outcomes.

The role works with clients, the Solora provider network and funders by managing all service delivery goals and any issues to ensure an efficient innovative, person-centred quality support is provided. This includes maintaining knowledge of current best practice in restorative care and positive rehabilitation outcomes.

What You'll Be Doing

Building Relationships & Networks

- Establish professional relationships with clients and Whānau. Ensure that there is collaboration and involvement in all aspects of client service delivery
- Maintain up-to-date knowledge of local community supports and mechanisms to utilize to enhance client rehabilitation
- Develop a positive working relationships with ACC, DHBs, GPs and Solora provider network.
- Ensure disputes are effectively and resolved in a timely manner with escalation as required to appropriate stakeholder.

Customer Focus

- Monitor and manage Solora provider network delivery in relation to client services, including required report KPI's, working collaboratively with the Provider Relationships team and Clinical Quality team
- Ensure that risks are proactively identified, reported and managed according to established processes.
- Ensure that the casemix model operates effectively to prioritise clients of most immediate need and balances clinical needs across the Client portfolio

Concern for Quality & Standards

- Manage allocated caseload of clients
- In partnership with clients and whānau /family, design and implement outcomes focused and client-centred Rehabilitation support plans within the casemix service model
- Ensure clients / whānau are provided with guidance and coaching on safe injury rehabilitation
- Engage with Solora network providers to deliver supports according to individual support plans
- Identify and mitigate Client risks/vulnerabilities with appropriate contingency planning
- Monitor Clients' rehabilitation goal milestones to identify early any delays in rehabilitation progress with actions implemented to correct.
- Seamlessly coordinate all support services to achieve successful rehabilitation and positive client experience.
- Ensure referral information including ACC support needs assessments and integrated rehabilitation assessments are comprehensively understood and service delivery is consistent with the needs identified by clients and ACC
- Facilitate Multi-disciplinary case conferences with ACC, clients and relevant stakeholders including GPs and other ACC contracted rehabilitation providers
- Provide Clinical advice and support to assist in the ongoing maintenance of service delivery or when need for increased support or assessment is identified.
- Ensure service delivery is flexible and provides opportunities for innovation in order to most effectively meet the client's needs within the contractual framework.

The Rules that are Important

- Comply with all company policies, guidelines and procedures
- Behave in a manner consistent with the values and conduct standards of the organisation
- Embrace and promote a working environment that is culturally diverse
- Promote and support initiatives that contribute to a healthy and safe working environment for employees, visitors, contractors, and the people we support
- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor and contractor management
- Ensure awareness of, and adherence to, all employment and Health & Safety legislative requirements
- Take the direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete.

The Skills, Knowledge and Experience you'll need

- Must have a professional degree / qualification or recognised equivalent New Zealand qualification, or be a Registered Health Practitioner (under the HPCA), or overseas equivalent (Social work, Occupational Therapy, Registered Nurse, or related discipline).
- Must hold and maintain a current annual practicing certificate or equivalent as required by the relevant Registration Authority or Professional Body
- Have the clinical knowledge, judgement and expertise to undertake comprehensive clinical health assessment and to formulate and monitor the client's rehabilitation individual support plan.
- Relevant Clinical experience in the specialty area of injury rehabilitation and support planning
- Knowledge and understanding of NZ rehabilitation sector, HCHA and ACC.
- Understanding of Tikanga Maori and the Treaty of Waitangi
- Current full New Zealand driver's licence and the ability to drive manual and automatic vehicles

Desirable skills, knowledge and experience

- Understanding of the ACC service contracts and casemix funding
- Postgraduate qualifications in rehabilitation
- Experience and an in-depth understanding of the Health sector in New Zealand.
- Experience leading large and complex change management programmes and projects.

- Commercial experience in a medium to large complex service delivery organisation.
- Understanding of case-mix service and funding model

Personal skills

- Excellent communication skills (verbal and written)

Key Relationships

External: ACC clinical and quality leaders; clinical peers within funders, Government agencies, primary care and other service providers; clinical peers within other ACC lead providers and other health and rehabilitation providers; people we support; family; whanau; advocates and friends of people we support; Industry bodies and sector committees as required.

Internal: Solora Leadership Team; Solora Client Service Team; Solora’s network of partners; Solora advisory groups (clinical, consumer); Mental Health & Wellbeing team; NZHG Quality Team; Shared Services teams (People & Culture, Finance, Marketing & Communications, MySkill

Agreement:

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my Manager to gather information from third parties where necessary for the purpose of performance management.

Name: _____

Signature: _____ Date: ____ / ____ / ____