

Position Title:	Community Disability Support Facilitator
Reporting Manager:	Regional Manager – Disability
Tier:	4
Division:	Service Delivery
Location:	Various

Who we Are

HealthCare NZ provides a wide array of health and human services to people throughout New Zealand. We serve people in their homes and communities as well as in specialised treatment settings. We help people gain access to needed services and provide oversight and management services for people who have disabilities, ensuring they receive vital services, are safe, well-cared for and live as independently as possible.

HealthCare NZ's vision is to be a leader in community support and a partner in community wellbeing. Since 1988 we have been caring, supporting and empowering people in need to live independently, safely and well in their community. Our commitment is to provide a way of working with those we support, stakeholders, business partners and staff based on our values - respect, support and excellence.

We are committed to ensuring our services are delivered to Maori clients in a manner that recognises and respects Maori values and beliefs. As an organisation we recognise our obligation to Te Tiriti o Waitangi and acknowledge Maori as tangata whenua who have unique values, social structures and worldviews.

We work with a range of partners in local and central Government, public and private sector agencies and community groups to advise on delivering effective and efficient healthcare now and in the future.

Community Disability Support Facilitator

Why You're Here

As the Community Disability Support Facilitator you are responsible for providing support to people with disabilities, and their family/whanau, to live independent lives by developing and maintaining effective and successful relationships with them and their support network, co-creating plans for achieving the outcomes that are important to them, and leading a team of Support Workers to deliver successful outcomes against those agreed personal plans.

What You'll be Doing

Leadership

- Build and maintain an engaged, cohesive and high performing team across the services you lead
- Actively and positively engage as a member of the Regional Service Delivery Team
- Lead and develop your team, ensuring that Talent Management and Succession Planning for critical positions is actively managed
- Create and implement effective workforce development plans for your assigned area of responsibility, including recruitment and retention of all employees
- Communicate and reinforce clarity of vision and strategy and ensure objectives are being met
- Display and promote the values of the business in everything that you say and do
- Build and maintain effective relationships with your team members and be highly visible
- Implement improved processes and provide advice consistent with organisational plans, policies, and values
- Work collaboratively with managers to plan and implement change in an inclusive, people-focused manner
- Monitor the effectiveness of employee's decision making and service delivery, provide feedback, performance management, and development as appropriate
- Implement new disability services for those we support, and actively seek opportunities to provide services in-house where it makes sense for the business
- Lead the delivery of disability services for your area, ensuring quality is embedded into everything we do
- Continually look for opportunities to add value to the products and services we deliver to our customers.

Building Relationships & Networks

- Place the people we support at the centre of everything we do, respecting the individuality and uniqueness of each person using our services through person-centred service planning
- Build and maintain strong, open communication with the people we support, and their families/whanau, communities, and natural support networks.
- Build and maintain strong proactive relationships with local funders, referrers and suppliers
- Work closely with Service Delivery colleagues in your area to provide integrated disability and healthcare services to the people we support
- Proactively communicate with the people we support to ensure that their support arrangements are suitable and meeting their expectations
- Manage links with other healthcare providers
- Build and maintain strong and effective relationships with the Service Centre.

Personal Planning & Support

- Lead the personal planning process for the people we support in your area
- Meet with the person we support and their family/whanau to understand their life, ambitions, and expectations of their support and services to be provided
- Develop personal plan(s), and all the supporting components, that reflect the persons expectations, meet the organisation's requirements, and is adequate for the Support Team to deliver safe and quality support to the person
- Negotiate the details of the support plan – the who, what, where, how and why – with the person we support and their family/whanau in a way that balances the organisation's constraints with the requirements and expectations of the person we support
- Identify hazards and risks in the person we support's environment through the personal planning and hazard identification process and putting in place practical measures to mitigate these
- Ensure information from the planning process informs rostering and, if required, recruitment
- Brief the Support Team on the personal plan(s) including expectations, risks and mitigation strategies prior to the team commencing support
- Review plans annually to ensure that they are relevant to the person and their goals.

Workforce Management

- Work collaboratively with the Service Centre to ensure rostering requirements from the Support Plan(s), including capability required, meets the needs of each person we support and their family/whanau
- Manage changes to information about a person's requirement for support, ensuring the relevant people are notified and make the required modifications
- Work collaboratively with the Service Centre to ensure there are no gaps in service provision
- Liaise with the Recruitment team to ensure recruitment for required resources is completed, and new employees meet the capability level needed for the provision of services
- Where appropriate, engage with the person and their family/whanau in the recruitment process of Support Workers
- Onboard and induct new Support Workers into the organisation.

Concern for Quality & Standards

- Achieve service delivery and data quality standards along with quality performance indicators for your team
- Monitor and effectively manage the quality performance of services
- Engage with internal and external auditors to ensure that continuous improvement is practiced
- Embed quality and quality of life into our products and services
- Assist with the reporting, investigation, and resolution of complaints, incidents, and Sentinel events.

Financial

- Own the Profit and Loss performance of your assigned services, including management of your allocated budget
- Meet and exceed annual profit and Rate of Return assigned targets
- Implement and adhere to procurement protocols in order to maximise value
- Actively work to Improve the financial performance of your assigned services.

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

- Experience in a service delivery or operations role, preferably within the health/disability or community services sectors
- A passion and expertise for working collaboratively and developing skills in others
- Excellent interpersonal, communication and influencing skills, and highly developed emotional intelligence
- An Understanding of the principles of the Treaty of Waitangi and how these can be applied
- A love of problem solving combined with resilience to cope with the unexpected or difficult
- Excellent planning and organisational skills, with project management experience
- Sound judgement and a high level of integrity

Who you will be leading:

- Support Workers (Kaiawhina)

Key Relationships:

External: People we support, their family/whanau and their natural supports; community groups and agencies; Government agencies; Health Professionals (e.g. doctors, dentists, allied health); National Assessment and Service Coordinators (NASC); Other service providers;

Internal: Service Delivery colleagues; Other colleagues providing services within the area; Service Centre team; Mental Health & Wellbeing team; Disability and Social Services team; Shared Services teams (People & Culture, Finance, Marketing & Communications, Quality, Strategy & Partnerships); MySkill

Committees & Groups: Project or working Groups, as and when required

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: ____ / ____ / ____