

Position Title: Intensive Reintegration Facilitator
Reporting Manager: Service Delivery Manager - Corrections
Tier: Tier 5
Division: Intensive Support Services
Location: Whanganui

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.

Intensive Reintegration Facilitator

Why You're Here

As an Intensive Reintegration Facilitator, you will work along side clients to plan their reintegration into the community following release from prison. You will be responsible for coordinating referrals, allocating work and overseeing risk. Working in collaboration with Probation (DoC) you will assess clients and develop an individualised reintegration plan.

You will take the lead for developing and maintaining key stakeholder relationships in the region as well as actively supporting people to reintegrate successfully back into the community by facilitating access to appropriate resources.

What You'll be Doing

Customer Focus

- Develop appropriate plans in relation to client assessment, goals and outcomes
- Ensure plans are approved by SDM in a timely manner as per Te Aranga Mai policies and Procedures
- Be responsible for ensuring client referral, assessment, planning, risk identification and relationship management are followed and accurately documented in a timely manner
- Attend the prison to meet the client prior to release, gain consent and perform a strengths-based assessment
- Advocate where appropriate for the clients reintegration needs to reflect choice

Building Relationships & Networks

- Work in partnership with external services/agencies (e.g. Work and Income, Kai Ora. Probation services etc) to enable the client's reintegration goals to be achieved, ensuring client needs are met through efficient navigation to these services
- Engage and connect with the client, their family/whānau and their community
- Maintain professional and respectful relationships with Department of Corrections staff; stakeholders and HCNZ teams always
- Build and maintain positive relationships with providers within key areas such as education, training, housing, health and employment.
- Work in conjunction with SDM to positively promote services.
- Attend and participate in all relevant meetings as determined by the SDM
- Work closely with the SDM; keeping them informed and responding positively to requests in a timely manner
- Work in partnership with family/whānau (with client consent) to support client reintegration goals.
- Be respectful of professional boundaries in relation to the client
- Work with other specialist reintegration facilitators to ensure quality service delivery.
- Manage referrals internally

Concern for Quality & Standards

- Participate in on-going post-release reviews (monthly)
- Coordinate follow up reviews with the client by phone particularly if re-location/reintegration is outside the initial accommodation sites
- Ensure you follow the Department of Corrections Code of Conduct while inside prison facilities.

Administration

- Complete documentation to a standard that reflects internal and external audit standard and Ta Aranga Mai policies and procedures within agreed timeframes
- Complete accurate and timely client documentation as per the Te Aranga Mai Reintegration Client Pathway processes and documentation training
- Ensure all Department of Corrections reporting requirements are completed and forwarded on the due dates.
- Draft all reintegration plans and have approved by SDM
- Adhere to the company's incident reporting procedures; ensuring reportable events are documented and forwarded to the Service Manager in a timely manner
- Submit case studies of positive client success to the team monthly
- Ensure internal audit processes for client files are followed

The Rules that are Important

- Adhere 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
- Financial and budget management experience
- A passion and expertise for working collaboratively and developing skills in others
- Excellent interpersonal, communication and influencing skills, and highly developed emotional intelligence
- Sound judgement and a high level of integrity
- Relevant qualification or Level 3 or 4 qualifications or working towards
- Full drivers licence
- Computer literacy
- Ability to work rostered shifts over 7 days

Who You will be Leading:

N/A

Key Relationships

External: Department of Corrections staff (incl. Probation Services); External agencies and providers

Internal: Service Delivery Manager – reintegration, Operations Manager – ISS, National Disability Specialist Lead, NZCare Disability, National Administrator/s, HCNZ head office shared support services staff

Committees & Groups N/A

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: ____ / ____ / ____