

Position Description



POSITION TITLE	Branch Advisory Psychologist
BUSINESS GROUP	Claims Management
REPORTS TO	National Advisor Psychology and Mental Health
COVERAGE	Individual Employment Agreement

ABOUT ACC

ACC's vision is to be leading the world in injury prevention, care and recovery.

ACC's values are:

- Honour people as People
- Freedom to succeed
- Pride in what we do

ACC is the Crown entity set up under the Accident Compensation Act 2001 to deliver New Zealand's accident insurance scheme (the Scheme).

The purpose of the Scheme is to deliver no-fault personal injury cover for everyone in New Zealand, including overseas visitors. ACC's role is to manage the Scheme in a way that ensures the delivery of high quality services to clients and is financially sustainable for future generations.

ACC works to prevent injury, treat it when it occurs, and rehabilitate people back to productive life as soon as is practicable. The organisation is governed by a Board appointed by the Minister for ACC. All taxpayers, employers, self-employed people and motor vehicle owners contribute to the funding of the Scheme by paying levies.

POSITION PURPOSE

The purpose of the Branch Advisory Psychologist position is to provide a resource to the branches in the determination of mental injury cover, the early identification of psychological barriers to rehabilitation and to recommend appropriate interventions and direction in rehabilitation. An additional purpose is the training of claims management staff in psychological aspects of physical injury and sensitive claims

SCOPE OF POSITION

Direct reports: 0

Number of staff in cost centre: varies

KEY WORKING RELATIONSHIPS

Internal:

- Branch employee and managers
- All other ACC employees

External:

- Other BAP's, BMAs, TCMs and specialists
- Case Owners, Case Coordinators, Case Administrators and Team Managers
- Treatment providers
- Provider industry Associations and Colleges such as New Zealand Psychologist's Board, New Zealand College of Clinical Psychologists, New Zealand psychologist Society, Psychotherapy and Counsellor Associations, and DHBs
- Others who provide services or assistance to ACC

KEY ACCOUNTABILITIES

ACCOUNTABILITIES	DELIVERABLES
<p>To provide support to ACC staff in particular Case and Team Managers, to enable them to achieve ACC's strategic objectives</p>	<ul style="list-style-type: none"> • Undertake file reviews of claims referred by Case Owners to identify any psychological issues or factors that may be impacting rehabilitation. • Participate in branch panels and case conferences as requested to provide opinions on an individual or panel basis as required. • Prepare concise written summaries of the file reviews, including recommendations for overcoming barriers to rehabilitation, to discuss with the Case Owner. • Offer/seek solutions in cases where the Case Owner and claimant are unable to agree on a rehabilitation path to remove or reduce significant barriers to the claimant's rehabilitation. • Facilitate the development of action plans for the Case Coordinator/Case Manager to follow when dealing with the claimant. • Liaising regularly with Branch Managers to establish service requirements and review service delivery achievements. • Liaising with GPs and mental health service providers. • Liaising with Branch, Medical Fees and HPRMU staff to provide objective opinions on possible contributory factors which may explain a Health Provider being outside the accepted norms in provider profile benchmarking reports. • Providing both positive and negative feedback to providers about their performance on psychological contracts. When problems are identified, provide information about ACC processes that may assist them to improve sufficiently to meet best practise guidelines and contractual requirements. • Contact providers to provide positive feedback about the services being provided • Attending local provider meetings and workshops to provide presentations on ACC.
<p>Professional Input</p>	<ul style="list-style-type: none"> • Provide guidance and advice on neuro-psychological, psychological, or psychiatric reports as appropriate. • To view and provide input for every neuropsychological referral made by a Case Owner, and to routinely review every neuropsychological assessment • To contribute to decisions on cover for mental injury together with the Branch Medical Advisor, Team manager and TCM. • Provide advice and recommendations regarding evidence-based best practise approaches to assessment, treatment and rehabilitation for issues such as classification and formulation, chronic pain, cognitive and/or emotional difficulties and psychotropic medications. • Provide advice and recommendations related to both the assessment of and treatment interventions for traumatic brain injury particularly as they relate to cognitive and psychological sequelae and/or co-existing psychological disorders. • Provide assistance in understanding differential diagnosis in complex cases, with recommendations as to how the effects of different disorders may impact on rehabilitation.
<p>Supervision</p>	<ul style="list-style-type: none"> • Engage in regular supervision provided by an external psychologist with specific expertise in areas such as chronic pain, pain management, traumatic brain injury, sensitive claims and rehabilitation.
<p>To utilise skills to assist with development of Corporate policy and processes</p>	<ul style="list-style-type: none"> • Participate in Corporate Office Projects as requested. • Utilise expertise to identify psychological issues that require updating so they conform to current psychological practice.

<p>To ensure cases being presented to review and appeal have sufficient and appropriate psychological opinion to support the decision</p>	<ul style="list-style-type: none"> • Review files and provide robust psychological analysis of claimant's situation prior to review or appeal. • Attend review hearings as necessary to ensure ACC's case is accurately represented from the psychological aspect.
<p>To provide and facilitate support to Psychology Adviser Colleagues</p>	<ul style="list-style-type: none"> • Providing assistance with difficult or unusual cases as requested. • Supporting new or inexperienced Psychology Advisers. • Sharing of workload with other Psychology Advisers when required • Make available expertise in specific psychology fields to other Psychology Advisers.

BEHAVIOURAL COMPETENCIES

BEHAVIOURAL COMPETENCY	FOCUS AREAS
<p>Customer Focus</p> <p>Demonstrating Customer Focus is about acting with the customer in mind (internal or external) and ensuring the customer is at the centre of everything we do</p>	<p>Level 2</p> <p>Builds effective customer relationships</p> <ul style="list-style-type: none"> • Establishes and maintains effective relationships with customers and gains their trust and respect • Makes self available especially when the customer is going through a difficult period • Is dedicated to meeting the expectations and requirements of customers and internal stakeholders • Gives detailed reasons for providing or declining certain services in a manner that maintains positive relationships • Handles difficult customers tactfully and with respect • Takes proactive steps to ensure the privacy of customer information and makes suggestions for process improvements
<p>Motivation to Achieve</p> <p>Motivation to Achieve is about being action-oriented and responding positively to challenges and opportunities</p>	<p>Level 2</p> <p>Sets challenging objectives and overcomes obstacles</p> <ul style="list-style-type: none"> • Delivers on assigned objectives and strives to overcome obstacles or setbacks • Proposes new and innovative ways of achieving outcomes • Has a "can do" attitude – taking on new challenges and making the most of opportunities • Plans and prioritises work, and tracks delivery to meet objectives • Is action oriented to get results and pursues all tasks with energy and drive • Challenges colleagues and managers in a constructive way and accepts decisions made in the organisations best interests • Seldom gives up before finishing especially in the face of resistance or setbacks • Sets challenging objectives for themselves and others where appropriate– ones that are a stretch but are not unrealistic or impossible

<p>Teamwork</p> <p>Teamwork is about working together constructively and putting the team ahead of individual success</p>	<p>Level 1</p> <p>Contributes to a positive and supportive team environment</p> <ul style="list-style-type: none"> • Actively encourages team work - is supportive of others, treats people with respect and is able to work productively with all members of the team • Maintains honest and clear communication with others • Willingly shares information, knowledge and experiences with others, and is able to learn from others • Invests time and effort in building relationships within and outside ACC • Develops networks to complete tasks • Regularly attends, and actively participates in team meetings and team building sessions • Prioritises team goals/business plan objectives ahead of individual success • Supports team decisions, even when they may not be the preferred way forward • Is trusted with sensitive or confidential information • Admits to mistakes and brings them to the attention of people who can resolve the issue • Is positive and respectful of other staff and parts of the business in all communications; verbal and written
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ESSENTIAL EXPERIENCE AND QUALIFICATIONS

- Registered Health Professional – Clinical Psychologist essential.
- Current Annual Practising Certificate and evidence of indemnity insurance.
- Experience in professional coaching and mentoring, ability to create win-win solutions and conflict resolution skills.
- Ability to analyse information and provide robust, defensible recommendations. Excellent written and oral communication skills.
- Good understanding of the ARCI legislation, policy and procedures.