

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Navigator (Aged Care)
<u>DEPARTMENT:</u>	Aged Care Team
<u>REPORTS TO:</u>	Principal Advisor Aged Care

Ko wai tātou | Who we are

Under the Health and Disability Commissioner Act 1994, the 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 Navigator (Aged Care) is to use clinical knowledge and expertise to guide consumers through the complaint process, achieving early resolution where possible.

You will need

- the ability to engage with consumers/complainants/whānau and guide them through complaints and our assessment/investigation process
- the ability to simplify complex clinical information from provider responses and discuss this with consumers/complainants in consumer centred language
- the ability to offer general clinical guidance/reassurance to consumers/complainants about clinical issues
- the ability to offer advice on how to navigate aspects of the sector and where to go for help - i.e. relationship between care home and GP, NASC, home care providers etc.

You will work closely with other members of the Aged Care Team and wider organisation to support older people and their whānau through resolution of their complaint.

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

- Engaging with consumers/whānau on their complaint journey, with a focus on supporting them to an early resolution.
- Liaising with consumers/whānau to elaborate on/clarify/explain/decode clinical aspects of the complaint.
- Working with consumers/whānau to resolve complaints in a timely manner.
- Working with providers if more information is required to resolve the complaint.

- Working as part of the Aged Care team and in partnership with the Complaints Assessment team, Investigations team, Legal team and Clinical Advisor team.
- Facilitating interactions between consumers and providers if kanohi ki te kanohi (in person) meetings are requested.
- Reviewing complaints, clinical records, and other information in order to assist complaints resolution and investigation teams with the identification of clinical issues, and gaps in clinical information.
- Assisting to progress complaints relating to older people through suggesting and taking part in quality improvement activities.
- Developing and maintaining effective relationships with all HDC staff.
- Perform any other duties as needed by HDC.

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

- Experience as a health professional in an aged care setting, or with older adults in a relevant care setting
- Excellent resolution skills
- Ability to, and experience in, communicating with consumers on sensitive matters.
- Highly developed written and oral communication skills.
- Analytical and enquiring mind with an ability to express complex ideas in a logical and easily understood way.
- Ability to review and summarise large amounts of information accurately.
- Ability to work under pressure and meet deadlines.
- Sound understanding of the New Zealand health and disability sector and consumer rights issues.
- Ability to make good decisions based upon a mixture of analysis, wisdom, experience and judgement taking a restorative practice approach.
- Experience in making quality improvements focused on consumers' experience
- Understanding of the Treaty of Waitangi and the aims and aspirations of Māori.
- Understanding of the social, religious beliefs and values of different cultural and ethnic groups in New Zealand.
- This is a new position which will evolve over time, so other duties may be required.

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