

Position Description

Position	Clinical Advisor
Team / Service	ACC & Eligibility Team
Group	ACC & Non-Resident Revenue Management
District	Capital, Coast & Hutt Valley District
Responsible to	Manager, ACC & Eligibility Team
Children's Act 2014	This position is considered a children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from Wellington Hospital, with occasional training or networking requiring travel to other districts. There is also flexibility to work remotely where appropriate.

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere	Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
Mana motuhake	Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
Mana tāngata	Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
Mana Māori	Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Team/Service Perspective

The ACC & Eligibility team provides comprehensive revenue recovery maximisation and support services to the organisation in relation to ACC and patient eligibility processes and policies, including the completion of claims and treatment injury processes, invoicing, and provision of advice to clinical and clerical staff.

Purpose of the role

To provide proactive clinical advice and support across services for patients with ACC or non-resident eligibility. The role ensures early identification of patients in the wards with ACC or non-resident related events, accurate documentation of clinical workflows and seamless care transitions, while supporting clinical teams through education and liaison with external agencies such as ACC, Immigration NZ and other hospitals. The Clinical Advisor is expected to act as the key contact for the ACC & Eligibility Team in regards to complex cases that have an interface with ACC on non-resident workflows.

Key Accountabilities

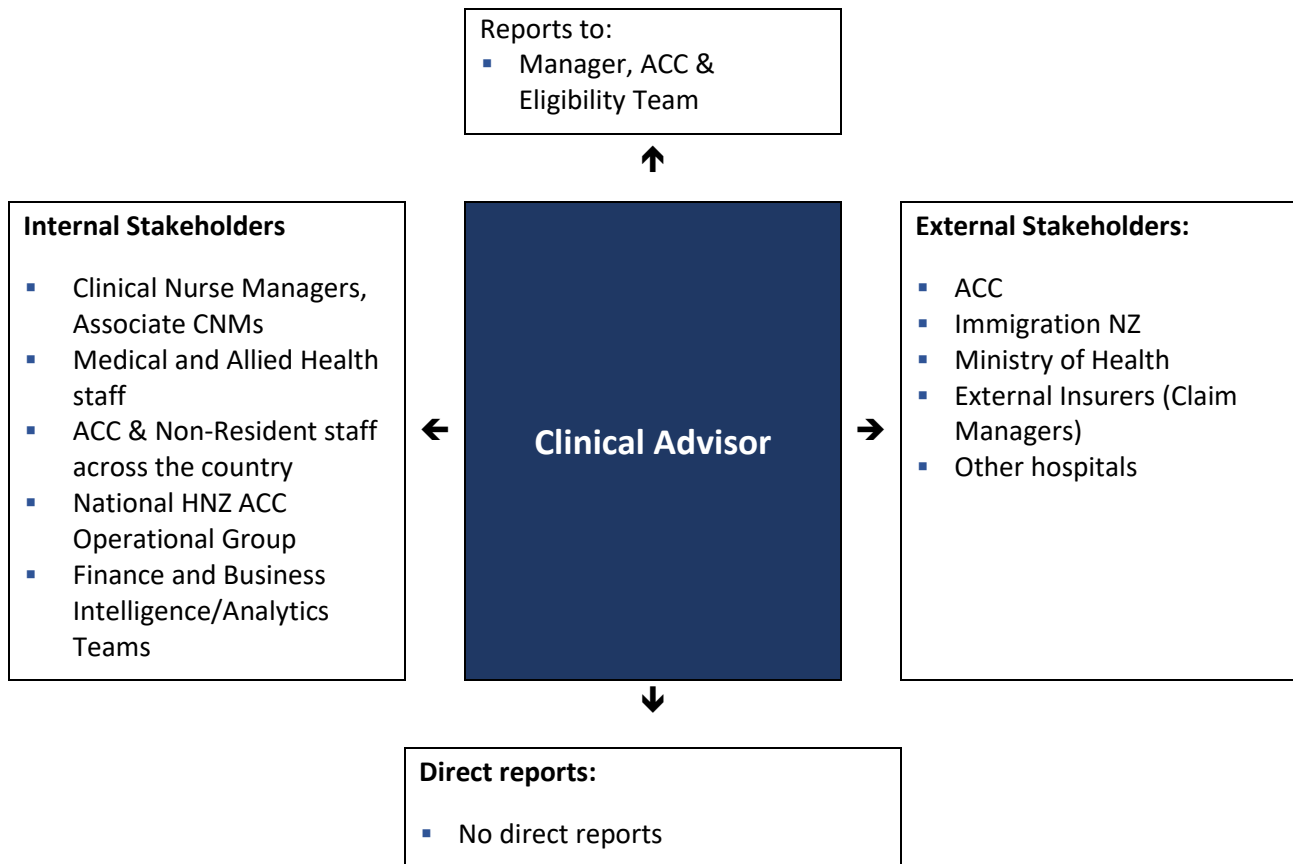
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time. Duties and responsibilities described below should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position.

Key accountabilities	Deliverables / Outcomes
1. Clinical coordination & ACC/Non-Res workflow management	- Act as the key point of contact between the Emergency Department, inpatient wards and ACC & Eligibility Team. - Ensure timely and accurate completion of documentation (e.g. ACC forms, treatment injury reports, provision of patient notes to ACC, following up on ARTPs). - Liaise with medical, nursing, allied health and other teams within the wider organisation to support complex discharges and funding pathways. - Be a reliable source of in-depth advice and knowledge regarding ACC and non-resident processes and requirements. - Ensure knowledge of developments in ward, ACC and non-resident policy and processes is current. - Knowledge of clinical service models, rehabilitation related clinical pathways, legislation and government policy is kept up to date.

Key accountabilities	Deliverables / Outcomes
2. Patient support and advocacy	- Manage risks and strive for desired patient outcomes, such as MDT involvement or contacting ACC on behalf of the patient. - Act as a conduit between patients/families and ACC, ensuring clear communication and support. - Ensure that patients and their families/whanau are provided with information about ACC and non-resident entitlements and requirements. - Information and timescales are fully explained and the appropriate level of support is provided. - Ensure systems are in place to deal with queries promptly and efficiently. - Retrieve and review patient clinical notes in relation to case reviews, and liaise with external case reviewers, internal responsible clinicians and service managers, and those accountable for compliance with organisational policies. - Provide advice and responses to patient complaints that may occur in relation to ACC claims, or patient treatment (including non-eligible patients).
3. ACC and non-resident related patient identification	- Early identification of patients potentially eligible for ACC or non-resident funding through active engagement with the inpatient wards, trawling of clinical reporting (such as surgical waitlists) and utilisation of other appropriate resources. - Follow up on ACC-related patient documentation that has been incorrectly or partially completed. - Timely identification of treatment injuries in conjunction with medical staff and nursing/allied teams, including appropriate completion of paperwork. - Ensure that all relevant information is recorded accurately, processed on time and is communicated to the appropriate agencies and team/s.
4. Education and training	- Facilitate education sessions for new doctors and other staff relating to ACC and non-resident processes - Provide ongoing education support to services in relation to clinical compliance aspects of ACC contracted service delivery. - Review and update departmental handbooks, protocols and procedures related to ACC and non-residents. - Proactively identify knowledge gaps amongst clinical staff and provide training or support as required.
5. Continuous improvement and innovation	- Work closely with the ACC Business Analyst to ensure invoicing revenue recovery is maximised through correct identification of all patients who meet the criteria under an ACC billing contract (e.g. Clinical Services, Non-Acute Rehab and Equipment). - Periodically review existing ACC and non-resident clinical workflows to ensure they remain efficient and optimised. - Contribute to reporting and analysis of ACC-related activity and outcomes. - Gather and share staff/patient feedback with the rest of the ACC & Eligibility Team for consideration where enhancements could be

Key accountabilities	Deliverables / Outcomes
	made to support the patient journey, hospital processes and other general opportunities for improvement.
6. Stakeholder engagement	▪ Maintain effective clinical networks and relationships within Capital, Coast and Hutt Valley, as well as key external organisations. ▪ Respond to the needs of internal and external customers in a timely and professional manner. ▪ Share information and knowledge openly across the wider organisation. ▪ Escalate stakeholder issues to the ACC & Eligibility Team Manager as appropriate to ensure a swift and professional resolution.
7. Health & Safety	▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities
8. Te Tiriti o Waitangi	▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Interpersonal Savvy	- Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation - Builds appropriate rapport - Builds constructive and effective relationships - Uses diplomacy and tact - Can diffuse even high-tension situations comfortably - Remains professional and composed in potentially tense or sensitive situations, regarding both patients and staff - Is proactive, visible, and approachable in clinical settings
Organising	- Can marshal resources (people, funding, material, support) to get things done - Can orchestrate multiple activities at once to accomplish a goal - Uses resources effectively and efficiently - Arranges information and files in a useful manner

Competency	Behaviours
Planning	▪ Accurately scopes out length and difficulty of tasks and projects ▪ Sets objectives and goals ▪ Breaks down work into the process steps ▪ Develops schedules and task/people assignments ▪ Anticipates and adjusts for problems and roadblocks ▪ Measures performance against goals ▪ Evaluates results
Decision Quality	▪ Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement ▪ Most of their solutions and suggestions turn out to be correct and accurate when judged over time ▪ Sought out by others for advice and solutions ▪ Is seen by clinical staff as the primary “go-to person” for ACC & non-resident related queries or support
Problem Solving	▪ Uses rigorous logic and methods to solve difficult problems with effective solutions ▪ Probes all fruitful sources for answers ▪ Can identify hidden problems ▪ Is excellent at honest analysis ▪ Looks beyond the obvious and doesn’t stop at the first answer
Quality & Innovation	▪ Looks for ways to improve work processes and is not afraid to suggest new ideas or approaches ▪ Explores and trials ideas and suggestions for improvement made by others ▪ Shows commitment to continuous learning and performance development
Negotiating	▪ Can negotiate skilfully in tough situations with both internal and external groups ▪ Can settle differences with minimum noise ▪ Can win concessions without damaging relationships ▪ Can be both direct and forceful as well as diplomatic ▪ Gains trust quickly of other parties to the negotiations ▪ Has a good sense of timing
Adaptability	▪ Is able to continue to provide a high standard of work during periods of uncertainty and change ▪ Is willing to learn and adopt new ways of working ▪ Is comfortable to hand over work to other staff if support is required or they are delegated the task by the team’s manager ▪ Can decide and act without having the total picture ▪ Doesn’t have to finish things before moving on
Comfort around Higher Management	▪ Can deal comfortably with more senior managers ▪ Can present to more senior managers or clinical staff (such as doctors) without undue tension or stress ▪ Understands how senior managers think and work ▪ Can determine the best way to get things done with them by talking their language and responding to their needs
Communication	▪ Practices active and attentive listening ▪ Explains information and gives instructions in clear and simple terms ▪ Willingly answers questions and concerns raised by others

Competency	Behaviours
	▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged ▪ Is confident and appropriately assertive in dealing with others

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Previous extensive experience in a clinical or clinical supervision role
- Experience in clinical coordination, nurse educator, or senior nursing roles within a DHB environment is an advantage
- Familiarity with ACC processes and/or non-resident patient workflows, with the ability to learn and apply these effectively through training
- Strong demonstrable advisory, organizational and liaison skills
- Proven time management combined with adaptability and flexibility skills
- Demonstrated success in educating and supporting clinical teams across multidisciplinary environments
- Skilled in navigating DHB patient management systems, with intermediate computer literacy.
- Knowledge of IBA WebPAS and Concerto is an advantage
- Excellent interpersonal skills with an ability to resolve conflict
- A dedicated team player, yet also able to work autonomously

B. Essential Professional Qualifications / Accreditations / Registrations:

- Registered health professional with a current New Zealand Annual Practising Certificate
- Relevant tertiary qualification in nursing or health sciences

C. Someone well-suited to the role will place a high value on the following:

- Intellectual capacity to analyse and understand complex clinical service delivery models, improve processes collaboratively with service providers and funders, and make decisive and well-presented recommendations when dealing with changes in the organisational environment at national, regional and local levels
- Promoting patient-centred care and ensuring equitable access to entitlements and support services
- Displaying initiative, drive, diplomacy and ability to work with senior managers, clinicians and external agencies to improve our service performance and patient experience where possible
- Supporting continuous improvement of workflows and documentation processes related to ACC and non-resident patients
- A commitment to contribute at a strategic level within the wider Health New Zealand Te Whatu Ora organisation
- Supporting optimal patient outcomes throughout their treatment and recovery, while enabling revenue recovery to sustain service funding

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed