

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Support Analyst
Reports to	Team Leader, ACC & Eligibility Teams Capital Coast & Hutt Valley
Location	Wellington
Department	ACC & Eligibility
Date	02/09/2026
Salary band (indicative)ⁱ	\$88,000 - \$92,400
Children's Worker roleⁱⁱ	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

Provide specialist advice, support, reporting and training to Capital, Coast and Hutt Valley staff and/or patients in relation to ACC treatment injuries. The Support Analyst is seen as the go-to person for Treatment Injury-related queries and has a thorough understanding of both internal hospital and external ACC processes to enable identification, lodgement, support, tracking and billing of treatment injuries.

Key Result Area	Expected Outcomes / Performance Indicators
Management and fulfilment of patient information requests from ACC for treatment injury claims	• ACC treatment injury-related clinical notes requests are worked through with the Patient Information Team and/or relevant clinicians to ensure efficient and appropriate handling and delivery back to ACC, meeting timeliness and other contractual requirements • Notes provided to ACC are a thorough record of care, without compromising patient privacy • Information requests are logged, tracked and managed in an efficient, clear and concise manner • Information is logged correctly to support billing of ACC for services provided • Requests for confirmation of diagnoses by ACC are responded to in a timely manner, asking for clarification from treating clinicians where appropriate
ACC treatment injury claim lodgements	• ACC claims for treatment injuries are lodged in a timely manner, along with supporting information sent to ACC, including relevant patient records or ACC forms such as the ACC2152 or ACC18 • Incomplete information is followed up on immediately with the clinician/s to ensure complete and timely claim lodgement • Information retention and privacy policies are adhered to in regards to the storage and handling of physical and digital claim forms
ACC treatment injury key knowledge resource	• Is available during work hours by phone, email and in-person (when working from the hospital) for HNZ staff to contact with ACC-related queries • Has an in-depth understanding of ACC treatment injury processes, as well as internal hospital pathways and processes that are linked to treatment injuries • Is able to provide clear, timely and accurate guidance relating to treatment injuries and general ACC processes • Is known as the go-to person for ACC treatment injury-related matters
Proactive identification of potential Treatment Injury claims for lodgement	• Proactively trawls through Emergency Department presentations, SharePoint reports and other data sources to identify potential treatment injuries which have not been picked up through standard processes, fulfilling claim lodgement and provision of supporting documentation where appropriate • Maintains a close productive relationship with wards, emergency department and other clinical staff (such as doctors) to enable information-sharing that could lead to potential treatment injury claims being identified for lodgement • Leverages the rest of the ACC & Eligibility team to assist in identifying potential treatment injury claims
Continuous improvement and innovation	• Embodies a culture of continuous improvement, always aiming to identify and improve on existing processes as well as explore opportunities for more significant changes, such as implementation of new processes or tools

	• Works closely with the Business Analyst ACC & Eligibility to explore identified opportunities for improvement, both in personal workflow management and wider organisational processes • Is willing to participate in projects and other irregular work activities where specialist treatment injury knowledge is required
Complaints management	• Provides advice and responds to patient complaints that may occur in relation to ACC treatment injury claims • Escalates as appropriate to line manager
Information management	• Information systems and tools are utilised effectively to maximise efficiency, maintain accurate patient data and prepare service information for ACC service billing under contract • Organisational policies regarding access to patient data are adhered to and any potential conflicts of interest are raised with the line manager immediately prior to access
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.
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

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.

	Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
- ACC - Ministry of Health - External Insurers (Claim Managers) - Patients	[ACC & Eligibility staff across CCHV, as well as the wider region - Clinical staff across Wellington, Kenepuru and Hutt hospitals - EDW and reporting teams - Patient Information and Data Quality teams

About you – to succeed in this role

You will have

Essential:

- Familiarity with general ACC processes and workflows, with the ability to learn and apply these effectively through training
- Specific ACC Treatment Injury and/or claims lodgement experience is highly beneficial
- Strong demonstrable advisory, organisational and networking skills
- Proven time management skills combined with adaptability and flexibility

- Experience dealing with the complexities of a large diverse organisation
- Proven ability to develop and foster relationships both inside and outside of the immediate team
- The ability to be a dedicated team player, yet also able to work autonomously and effectively without micromanagement
- Overall intermediate computer literacy
- Microsoft Outlook, Word and Excel experience is essential at a basic level
- A tertiary qualification and/or significant work experience in a related field, specifically health sector or ACC

Desired:

- Microsoft Access experience
- Adobe PDF software (Acrobat, Reader etc) experience
- Existing experience with IBA WebPAS or Single Clinical Portal

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Navigate complex systems and tools with ease, for example patient management systems or sharepoint reports
- Maintain a high standard of quality when sourcing, collating and providing clinical information to ACC, i.e. doing it right the first time
- Remain driven and passionate about the importance of the role in the overall ACC patient journey
- Display initiative, drive, diplomacy and ability to work with senior managers, clinicians and external agencies to improve our service performance and patient experience where possible
- Support continuous improvement of workflows and documentation processes related to ACC
- Commit to contributing at a strategic level within the wider Health New Zealand Te Whatu Ora organisation

- Support optimal patient outcomes throughout their treatment and recovery through timely provision of accurate and thorough information to ACC to support cover decisions and other entitlements, while also enabling revenue recovery to sustain service funding

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.