

# Position Description

**Title:** Clinical Lead  
**Reports To:** Team Lead

## About Habit Health

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whānau and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



## Position Purpose

The Clinical Lead is a specialised role accountable for clinical service delivery related to one or more of our specialised areas. The purpose of the role is to provide clinical support and coaching for best practice and service delivery, to support people in their communities to optimise health and live their best life. This role maintains a clinical caseload.

This Position Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative environment.

## Key Accountabilities

### Service Delivery

- Work directly with Service Leads, Team Leads and Regional Manager to ensure collaborative service delivery.
- Develop initiatives that promote Habit Health as the “go to” health provider working in with the Regional Manager.
- Deliver personalised solutions for services and products, seamlessly linking with other internal and external stakeholders to deliver an integrated customer experience.
- Triage and allocate referrals with urgency and intensity in conjunction with Team Lead/Regional Manager. (Rehab only)
- Utilise internal reporting and knowledge to promote efficient workflows, identifying areas for improvement and implementing solutions accordingly.
- Manage own caseload with a best practice approach, consistently delivering services within contractual and KPI guidelines.
- Maintain good working knowledge of the contract which they are working on including operational guidelines, legislation, policies and procedures

- Where appropriate, maintain a comprehensive working knowledge of ACC operating procedures, key operational contacts, ACC legislation and cover and entitlement framework within the scope of relevant contracts e.g Integrated Care Pathway - MSK
- Ensure the relevant IDT adheres and delivers all guidelines, standards, processes, and outcomes.
- Provide education, supervision/mentoring and support to clinical team and any other related staff around processes in client management specific to ACC, Insurer and Private contract delivery, in conjunction with Regional Managers, Team Leads and Service Leads.
- Monitor service performance measures including clinical outcomes, outside budget hours and NPS feedback in conjunction with the Regional Manager, Team Lead and Service Lead.
- Assist with the quality, accuracy, file audits and timeliness of service.
- Oversee the work carried out by subcontractors in the region on the service.
- Work with the team in a 'hands-on- role', consistently available for second opinions.
- Assist the Regional Manager and Team Lead to maintain adequate staffing and subcontractor numbers to ensure workflow in the region is maximised and 100% of incoming work requests are actioned within KPI timeframes
- Manage client related issues through the complaints management process in conjunction with the Regional Manager and/or Team Lead, to mitigate risk and achieve resolution.
- Monitor client satisfaction in collaboration with Regional Managers, Team Leads and Service Leads and utilise feedback data insights to identify and act on improvement opportunities by region, site and individual.
- May be required to visit and/or provide services outside of Habit Health clinics ie clients home, workplace or within the community.

#### **Diary Management (Rehab only)**

- Utilise diary management software and guides.
- Ensure accurate representation of client and non-client related work is captured daily.
- Ensure changes to appointments are reflected accurately in diary and communicated if applicable.
- Ensure full workload is always represented to enable accurate business reporting.
- Ensure charge types and appointment durations are entered accurately and are completed.
- Prioritise workload to maximise client and provider service outcomes.

#### **Stakeholder Engagement**

- Ensure regular, meaningful stakeholder engagement is occurring across all relevant parties to the service.
- Investigate new initiatives with stakeholders such as new projects, pilots, trials etc.
- Build and maintain positive business relationships across relevant service/s with a diverse group of Branch and Case Managers, private insurers, and private companies. proactively building relationships and trust in expertise as well as identifying marketing opportunities.
- Promote integrated service solutions across region with a hands-on approach, creating and following leads, presenting solutions and monitoring implementation in conjunction with the Regional Manager, Service Leads and other internal stakeholders.

#### **Continuous Professional Development**

- Maintain service knowledge to ensure a broad insight is held across service and product categories as services/categories develop.
- Develop, deliver, and attend various training programmes and service delivery meetings to adapt to situations and procedures as required.
- Maintain relevant board registration, APC and CPD requirements.
- Maintain relevant professional body membership.
- Participate in regular supervision and as per Professional requirements.
- Continually develop knowledge and skills to provide a wide range of services to meet client needs and maximise referral allocations.
- Maintain first aid certification if determined necessary for your role.

#### **Leadership**

The Clinical Lead role forms part of the regions Senior Leadership Team (SLT) alongside the Team Lead and with the Regional Manager.

SLT members are representatives of Habit Health both when dealing with external customers or stakeholders, and when dealing with internal employees and contractors. They have a lead role in establishing and promoting our expected standards of behaviour and integrity. As a member of the SLT you are expected to:

- **Lead, model and promote** the expected standards of behaviour with integrity within the Code of Conduct and other policies and processes, providing employees with education on these where needed. Support and manage messaging to staff on business direction and decision in positive and challenging situations. Lead by example and encourage a positive, productive, and safe team culture.
- **Represent Habit Health positively** when interacting with staff and deliver its policies, changes, initiatives or decisions in a manner consistent with Habit Health’s intentions.
- **Take responsibility** for work quality, development, actions, and decisions of employees in your service/s to ensure initiatives of the group business plan are met.

## General Accountabilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi.
- Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable.





## Key Performance Indicators

### Deliverables

- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle. This may include:
  - Metrics.
  - Projects.
  - Process improvement initiatives.
  - Other stretch objectives.

### Core Behavioural Competencies

Please refer to [SharePoint](#) for the full descriptors.

<p><b>Customer focus*</b></p>  <p>Act with the customer in mind and ensuring the customer is at the centre of everything you do.</p>	<p><b>Motivation to achieve</b></p>  <p>Be action-oriented and respond positively to challenges and opportunities.</p>	<p><b>Teamwork</b></p>  <p>Work together constructively and put the team ahead of individual success.</p>	<p><b>Leadership**</b></p>  <p>Provide clear direction and build commitment within the team to achieve Habit Health objectives.</p>
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\*Customer is encompassing of all customer groups eg. Internal teams, clients, stakeholders etc.

\*\*Only applies to people managers and roles on pathway to leadership.

## Culture

- Exemplify our vision, purpose, and values in everything that you do.

## Health and Safety

Habit Health are committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
- actively maintain up to date knowledge of health and safety procedures available on SharePoint and complying with reasonable instructions, policies and procedures to ensure Habit Health are able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so eg. manager or health and safety representative (or other contact as appropriate).

## Qualifications, Knowledge, Skills and Experience

- Relevant tertiary qualification in chosen field.
- Annual Practicing certificate as registered health professional.
- Member of professional associations required by ACC contracts.
- 5 years + experience.
- Have obtained or working toward a Post graduate qualification.
- Excellent ACC operational, medical and policy knowledge associated with rehabilitation industry.
- Ability to adapt communication style to build rapport and establish credibility with a broad range of customers across different industry types.
- Excellent interpersonal skills.
- Ability to research and analyse a topic and produce relevant reports/ resource material.
- Ability to compose and write succinctly and clearly.
- Intermediate to advanced computing skills.
- Current Driver License if applicable.