

# Position Description

<b>Title</b>	Contracts Administrator
<b>Location</b>	Site Specific / Flexible
<b>Reports To</b>	Contracts Admin Team Lead
<b>Direct Reports</b>	No

## 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, whanau 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

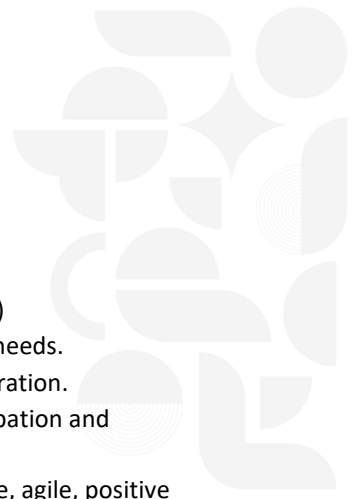
The purpose of the Contracts Administrator role is to manage all aspects of referrals administration. Including but not limited to client surveys, editing and formatting reports prior to submission to ACC, diary management, managing the referrals inbox and all other administrative related requirements.

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

### Administration

- Closely manage administration tasks throughout each day
- Ensure individual login used at all times.
- Ensure you are familiar with database policies and procedures. If in doubt promptly check with team coordinator or manager prior to making changes.
- Work with urgency and intensity to accurately load referrals on to the system to maintain accurate records i.e. referrals, database and emails.
- Work to provide support to other team members and all stakeholders (internal and external) with a positive customer service experience.
- Keep Gensolve database maintained at all times.



### **Collaborative Teamwork**

- Customer service focus, everyone is a customer of this service (internal and external)
- Foster a collaborative and positive teamwork approach to daily workflow and team needs.
- Ensure efficient, effective, high quality and smooth functioning of all billing administration.
- Understand and apply the principles of the Te Tiriti o Waitangi – Partnership, Participation and Protection – and its relevance to the health of Māori in New Zealand.
- Consistently demonstrate the following personal attributes: adaptable, approachable, agile, positive and proactive.
- Approach all situations with a can-do-attitude and use initiative to problem solve.
- Positively contribute to encourage a fun, productive and safe team culture.

### **ECP Contracts specific**

- Load 'unstructured' ECP referrals manually
- Check all ECP referrals automatically loaded via Awhina - document management system.
- Ensure all associated referral documents are uploaded and appropriately named.
- Review all ECP referrals for accuracy and completeness before allocating to the appropriate triage board.
- Ensure all clinic correspondence and information is current, accurate and sent to appropriate parties in a timely manner.
- Liaise with internal and external clinical teams to facilitate and follow up investigation appointments, results and correspondence.
- Close all referrals ensuring data sets and management reports are fully completed before sending to appropriate parties.
- Check client pathways are fully completed.

## **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 e.g. 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 e.g., manager or health and safety representative (or other contact as appropriate).

## Qualifications, Knowledge, Skills and Experience

### Qualifications & Experience

- Microsoft Office 365 (certified or highly proficient)
- 1-2+ years administration experience

### Personal Attributes

- Strong personal maturity with the ability to prioritise and delegate.
- Strong all-round ability and well-developed EQ.
- Passionate and positive well-rounded, down-to-earth character who can inspire trust and confidence across a professional services group.
- Calm, approachable, organised, structured and methodical.
- Excellent time management skills and ability to prioritise work.
- Attention to detail, accuracy, and solutions focused mindset.

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