

# Position Description

**Title:** Employment Consultant (incl Senior)  
**Direct reports:** Dependent on business needs

## 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

To provide quality, best practice personalised career solutions for vocational rehabilitation and general career development services. This role maintains a caseload and works autonomously.

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

- Deliver personalised solutions for rehabilitation and career services and products, seamlessly linking with other co-workers to deliver an integrated customer experience.
- Deliver service in the timeframes set out in the service specification for the relevant contract.
- Assist clients with transition from unemployment to work or study by ensuring that they receive timely and on-going assistance as appropriate.
- Assess clients to determine the appropriate plan based on sound reasoning.
- Support clients to understand and apply their competencies, transferable skills, and personal strengths.
- Advise clients on career change or development.
- Coach and assist (where applicable) client in all aspects of the job search preparation including:
  - Preparing CV and cover letter.
  - Job searching techniques.
  - Engaging with employers to source work trials and job opportunities.
  - Preparing for various interview types.
  - Determining and setting career goals.
  - Finding and understand relevant labour market information.
  - Using digital media in job searching.
- Ensure the completion of Career Guidance services as required.
- Identify barriers to employment and training.
- Place clients into employment or training.

- Manage referral budgets and costs.
- Ensure follow up of clients through meetings, email and/or phone contact.
- Use APEX NZ as our preferred training provider wherever possible.
- Conduct appropriate referrals to external stakeholders.
- Assist with developing, reviewing and updating career resources for the service.
- Communicate both verbally and in writing to funding agencies the recommendations of the assessment and the reasoning behind these recommendations.
- Maintain a clear understanding of the clients' goals throughout their rehabilitation journey.
- Identify and address any aspects of service that requires clinical input and clinical management by appropriately skilled and qualified staff.
- Prepare accurate and high-quality documentation including all clinical notes, reports and communications with internal and external stakeholders.
- Communicate and collaborate with IDT to ensure accuracy and timeliness of clinical/contract reporting activities are met.
- Follow appropriate consenting processes.
- Approach all claims in a timely fashion and provide reporting to key stakeholders within contractual timeframes.
- Attend any meetings that are required such as reviews, case conferences.
- Participate and collaborate in IDT meetings to ensure a holistic wraparound treatment plan for client is achieved.
- Encourage clients to complete post service feedback.
- Maintain good working knowledge of all relevant contract operational guidelines, legislation, policies, and procedures.
- Provide best practice service in line with all Service SOP's and Accreditation Manuals where applicable.
- Adhere to the complaints management process to mitigate risk and achieve resolution for client related issues.

#### **Diary Management**

- 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.

#### **Relationship Management**

- Maintain awareness of the principles of customer care and the responsibilities that Habit Health has to funding agencies, clients and other customers of the service.
- Work collaboratively in partnership with stakeholders both internal and external to the company as required including clients, clients' families, agencies, and providers in both the public and private sector.

#### **Stakeholder Engagement**

- Maintain high level knowledge of Habit Health services.
- Identify customer needs and recommend appropriate integrated solutions across the Habit Health portfolio of services and products.
- Promote Habit Health services to provide a solution-based approach to existing and potential customers.
- Proactively seek new contacts, referrals, and generate leads with each customer interaction.

#### **Continuing Development**

- Maintain relevant professional body membership if applicable.
- Participate in regular supervision as required.
- Continually develop knowledge and skills to provide a wide range of services to meet client needs and maximise referral allocations.
- Participate in in-service training, and peer review when applicable.

### Attributes and Additional Accountabilities for Senior Employment Consultant

- Provide support to Clinical Leads, Service Leads and Regional Managers as requested.
- May write and maintain SOP's and set standards of practice.
- Cover additional duties as required.
- Mentor and may manage staff.
- May have direct reports.
- Expert clinician for a service.
- Triage and allocate work.
- Monitor and manage diary capacity.
- Complete full induction of new starters to a region or service.
- Coordinate and/or deliver training and in-service.
- Assist with new service development.
- Regular networking with external stakeholders.
- Regular networking in the community with external stakeholders.

### People Management (This section only applies if assigned direct reports)

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

- **Manage employees** in line with the Code of Conduct, and other Habit Health policies, processes, standards and systems in place to support you as a manager (eg. recruitment, new hire inductions, coaching, performance management).
- **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 your staff and deliver its policies, changes, initiatives or decisions in a manner consistent with Habit Health's intentions.
- **Take ultimate responsibility** for work quality, development, actions and decisions of employees in your team 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

- Good general MSD operational 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.

**Senior Employment Consultant**

- 5+ years of experience relevant to career services delivered by Habit Health such as Back to Work, career guidance, or career development.
- Preferably holds Professional CDANZ Membership with significant rehabilitation experience.