

Position Description

Title	Hand Therapist (including Associate)
Location	Regional based
Reports To	Team Lead
Direct Reports	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

To provide quality, best practice hand therapy services to clients to support and facilitate returning them to full participation in their daily lives. This role maintains a clinical caseload within a team, but the clinician has the freedom to be clinically independent.

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

Assessment and Treatment

- Provides a quality service that patients, referrers and funders are satisfied with.
- Completes assessments following policy & procedure guidelines.
- Appropriately modifies treatment plans as the patient's condition changes.
- Uses hand therapy resources effectively and efficiently.
- Seeks the advice of other hand therapists as necessary.
- Monitors patient treatment numbers.
- Makes timely requests for further treatments eg. ACC 32s.
- Ensures the patient is aware of surcharges and any other required charges.

Efficiency of Practice Operations

- Undertakes an appropriate caseload within the clinic team.
- Works to the allotted appointment timeframe.
- Attends clinic meetings.
- Reports issues for discussion at meetings, including suggestions for improving policy & procedures.

- Appointments diary is organised to ensure new patients are offered appointments consistent with Habit Health's policy.

Effective Communication

- Patients are informed about their treatment progress and expected outcomes.
- Appropriate letters and referrals are made during a patient's treatment, as well as on discharge.
- Shares well thought out, concise and timely information with others using appropriate mediums.
- Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.

Clinic Management Maintaining and Reviewing Equipment

- Follows policies & procedures regarding equipment use, maintenance and reporting.

Improving Knowledge

- Involved in regular clinical in-service sessions.
- Maintains membership and registration of professional associations as required and applicable.
- Maintains an up-to-date logbook to ensure Continuing Professional Development (CPD) requirements are met for recertification.

Professional Conduct

- Physiotherapy and/or Occupational Therapy standards and Codes of Conduct are adhered to.
- Applies values of Habit Health Ltd.
- Familiarity and working in accordance with all the practice policies & procedures.
- Adopts a professional appearance and manner at all times.

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 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

- Business as Usual – 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.



*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

Behaviours

- **Team focused** – works cooperatively and effectively with others to achieve common goals. Participates actively and contributes personal knowledge, skills, and abilities to achieve team goals.
- **Adaptable** – adjusts planned work by applying critical thinking to address multiple demands, and competing priorities, in a constantly changing environment.
- **Action orientated** – is energetic and takes proactive action to achieve tasks. Enjoys working hard. Takes pride in being responsible for own workload and achievements.
- **Open to learning** – maintains, or actively works towards, registered hand therapist status. Participates in organised training opportunities.
- **An absolute professional** – demonstrates pride and integrity when it comes to representing our brand. Be known by their patients, peers, and management for maintaining these standards.
- **Respectful** – shows respect towards patients and colleagues, and always displays a welcoming attitude.

Knowledge and skills

- **Patient focus** – is warm and engaging with a positive energy and displays pride in representing Hand Rehab. Has a strong sense of perception and empathy when dealing with people, and uses this to achieve excellent outcomes.
- **Professional skills** – maintains a level of professionalism which upholds obligations required by both their professional registration body, and Hand Rehab alike.
- **Communication** – keeps people up to date. Proactively thinks about how they communicate with people to get the best outcome. Works together with all members of the team. Is clear in their communication with others and ensures that they have been correctly understood.
- **Prioritise** – quickly identifies what is important. Remains focused on getting tasks completed to a high standard.
- **IT** – is confident working with practice management systems (Gensolve) and Microsoft Office.
- **Privacy** – understands patient rights when it comes to privacy and confidentiality. Manages patients' private information (health, financial or other) including electronic storing and sharing of private information. as per Hand Rehab's policies, and any relevant law.

Qualifications and Memberships

- Must be a qualified Physiotherapist or Occupational Therapist, registered with the New Zealand Board of your qualification.
- Must hold a current annual practicing certificate (APC) from the New Zealand Board of your qualification.
- Must be a member of the society of your qualification (PNZ or OTNZ-WNA).
- Must be a member, or agree to become, a member of Hand Therapy New Zealand.

Experience

- Working in a similar role with ideally, but not necessarily, a focus on upper limbs.
- Highly patient focused roles, where dealing with patients is a primary focus of your day.
- Ability to work alone, whilst still being part of a wider, supportive team.

Limitations of Role

- Must work to the limitations of your own knowledge and skills.
- Must work to your scope of practice of your professional body, as well as those of Hand Therapy New Zealand.