

# Position Description

<b>Title</b>	Health Navigator (incl Senior)
<b>Location</b>	Flexible
<b>Reports To</b>	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 Health Navigator is a key role in supporting our clients in their journey to recovery on the Escalated Care Pathway in a culturally appropriate and sensitive way. To liaise with the client and physiotherapy/rehabilitation team to ensure rehab is progressing towards client outcomes, and any additional concerns are managed in an appropriate and efficient manner.

The Escalated Care Pathway is a pilot project designed with ACC to improve the outcomes for people following back, shoulder and knee injuries. It started in November 2019 as a 2 year project with rights of renewal for another one plus one years.

The role includes co-ordinating and liaising with ACC and non-ACC services to ensure the client receives smooth, supported transitions with integrated services. This includes liaising with members of the wider team, including surgeons and their administrative teams, imaging facilities, Maori and Pacifica community providers and other agencies outside the immediate circle of care.

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

### Clinical Services - Welcome Conversation

- Make initial contact with the client to introduce self and explain the service
- Ensure any cultural needs are considered and addressed appropriately
- Onboard clients onto the Behavioural Change Platform and explain how this fit into their care and ECP experience/journey

- Screen for additional supports or services that may be required during the service, e.g. potential RTW, transport, childcare, housework concerns etc
- Ensure initial outcome measures are completed, including the consent form.
- Describe next steps and ensure the client is booked for their initial Interdisciplinary Assessment within the prescribed time (< 5 working days)
  - Liaise with the admin and clinical teams if timeframes cannot be met
  - Work with all parties to secure an expeditious appointment time

#### **Clinical Services – Coordinating Care**

- Interpreting IDT notes and liaising with IDT Team for handover of management plan
- Completing IDT Ax and Notice of Entry to get approval with ACC (coordinating with internal ECP admin support).
- Discussing and agreeing on the management plan with the client including overall outcome(s)
- Co-ordinating providers within the service to execute the management plan to ensure the greatest efficacy and efficiency of the treatment
- Allocating budgeted hours to the appropriate members of the clinical in increments of 5-hour blocks
- Facilitating or conducting a clinical audit as clients hit 80% of allocated budgets.
- Holding overall responsibility for the client's outcomes including ensuring the data is collected at the appropriate time
- Informing ACC of issues with providing the service
- Refer to the appropriate Allied Health services as indicated from the IDT assessment;
  - Physiotherapy – via regional systems
  - VRS – via regional allocators
  - Other services as required

#### **Clinical Services – Monitoring Client on Pathway**

- Regular communication with client and clinical team to review progression toward client outcomes
- Interact with Behavioural Change Platform to monitor compliance and engagement
- Monitor outcome completion dates and check this is on track
- Review for any increase/decrease in the clients support requirements
- Sustainability of return to work/remaining in work
- Communicate any concerns back to the regional IDT;
- Medical concerns to the IDT Doctor
- Rehab concerns to the IDT Physiotherapist

#### **Clinical Services – Managing Client Exit from Service**

- Liaise with client and clinical team to confirm all outcomes have been met
- Ensure all notes and outcome measures have been completed
- Complete Gensolve documentation including Notice of Exit to ACC and discharge summary to referrer(s)
- Ensure client transitioned to alternate pathway as required e.g MoH OA pathway

#### **Stakeholder and relationship management**

- Hold and develop key internal and external relationships
- Client and Whanau
- IDT Leads
- Specialist/Consultants and admin teams
- ACC ECP Admin Manager and Team
- Local GP's and Practice Managers
- Local community groups/providers and e.g Maori Health Providers
- ECP Pathway Manager

### Attributes and Additional Accountabilities for Senior Health Navigator:

- Provide support to Health Navigator Leads, Clinical Leads, Service Leads and Regional Managers as requested.
- Assist and mentor staff, including coaching as requested.
- May contribute to writing and maintaining SOP's and set standards of practice.
- Cover additional duties as required.
- Expert technical skillset for the service.
- Triage and allocate work.
- May lead a service in a region where the service does not warrant a clinical lead due to the size/scale.
- Complete full induction of new starters to a region or service.
- Deliver training and in-services.
- Specialist clinical/technical skill, role in education/training/new service development within the service.
- Regular networking in the community with external stakeholders – this may include a single point of contact for relationship management with the contractor network.

### 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.

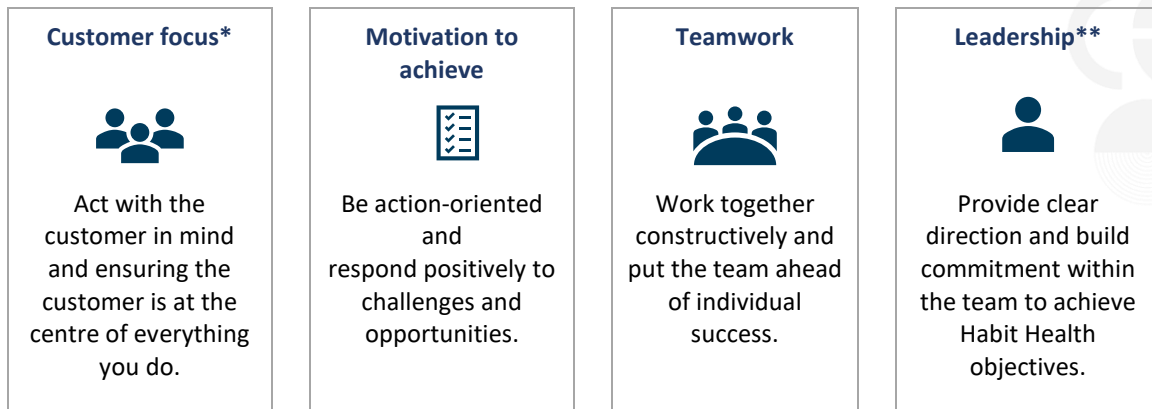
### Key Performance Indicators

#### 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.



\*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

### Qualifications

- Excellent ACC operational, medical and policy knowledge associated with rehabilitation industry or;
- Bachelor of Physiotherapy, Occupational Therapy, Social Work or Psychology.
- Post Graduate Qualification would be an advantage
- Annual Practising certificate as registered health professional (if appropriate)
- Experience in rehabilitation or injury management
- Microsoft Office 365 (proficient)

### **Personal Attributes**

- Strong all-round ability with sharp intellect, professionalism and well-developed EQ.
- High level of initiative to take on additional responsibilities as needed to provide significant leverage to the financial controller and wider management team.
- Ability to prioritise tasks, manage upward, communicate regularly on progress and escalate issues early.
- Strong executional capability and a track record of completing projects effectively.
- 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.
- High levels of initiative to check, verify and correct inputs, procedures and task flows
- Able to oversee and audit adherence to finance policies and procedures.
- Attention to detail, accuracy, sound judgement and well-developed problem-solving ability.

### **Senior Health Navigator**

- 5+ years of clinical/ACC case/claims management experience.