

Position Description

Title: Lead Physiotherapist MSK
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 be a designated lead for an MSK clinic site/s. The Lead Physiotherapist will be seen as an advanced practitioner that delivers quality best practice clinical delivery and assists Physiotherapist staff with clinical development. This role maintains a clinical 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

Customer Service Management

- Implement process improvements based on feedback from customer satisfaction surveys.
- Monitor client satisfaction and utilise feedback data insights to identify and act on improvement opportunities by region, site and individual.
- Ensure quality, accuracy and timeliness of services are provided by everyone in your team.

Clinic Operations

- Ensure efficient running of operations for the Clinic/site to ensure it is operating smoothly.
- Attend regular meetings with physiotherapy team to ensure flow of information from the SLT/ELT .
- Encourage a team environment with regular team building activities incorporating the wider team wherever possible.

Service Delivery

- Assist alongside the Clinical and Service Lead to ensure provision of a high-quality service at the site/clinic.
- Ensure the site adheres to the requirements of accreditation audits.
- Deliver personalised solutions for rehabilitation services and products, seamlessly linking with other co-workers to deliver an integrated customer experience.
- Deliver service in the timeframes set out in service specification for the relevant contract.
- Assess clients to determine the appropriate treatment plan or recommendations based on sound clinical reasoning.

- Communicate both verbally and in writing to funding agencies the recommendations of the assessment and the clinical 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 all therapy staff and administration team 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 ACC/key stakeholders within contractual timeframes.
- Attend any meetings that are required such as reviews, case conferences and discharge planning meetings.
- 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 ACC's contract operational guidelines, legislation, policies and procedures as published on its website.
- Provide best practice service in line with all Service SOP's and Accreditation Manuals where applicable.
- Ensure work is within the scope of practice as listed in the Qualification and CPD register.
- Adhere to the complaints management process to mitigate risk and achieve resolution for client related issues.
- May be required to visit and/or provide services outside of Habit Health clinics ie clients home, workplace or within the community.
- Identify and recommend high performing graduates for staff planning.
- May have direct reports.

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

- 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.
- Provide community education support as required to grow community profile/outreach and referral network
- 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

- Assist with and delivery of staff training.
- Maintain high level knowledge of relevant techniques or best practice to coach others.

- Provide clear guidance and coaching to clinical direct reports.
- Liaise with rehabilitation equipment representatives to maintain and improve product knowledge and organise any staff training.
- Provide second opinion input and provide mentoring / advice and peer review to direct reports.
- 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.
- Participate and deliver in-service training, and peer review when applicable.
- Maintain first aid certification determined necessary for your role.
- Provide support to Clinical Leads, Service Leads and Regional Managers as requested.
- May contribute to writing and maintaining SOP's and set standards of practice.
- Cover additional duties as required.
- Triage and allocate work.
- Monitor and manage diary capacity.
- Complete full induction of new starters to the clinic.
- Regular networking in the community with external stakeholders.

People Management

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>Customer focus*</p>  <p>Act with the customer in mind and ensuring the customer is at the centre of everything you do.</p>	<p>Motivation to achieve</p>  <p>Be action-oriented and respond positively to challenges and opportunities.</p>	<p>Teamwork</p>  <p>Work together constructively and put the team ahead of individual success.</p>	<p>Leadership**</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

- Degree in Physiotherapy.
- Annual Practicing certificate as registered Physiotherapist.
- Member PNZ.
- 5+ years clinical experience .
- Have obtained or working toward a Post graduate qualification.
- Good general 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.