

Position Description

Title	Occupational Health Nurse
Location	Site Specific
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 deliver occupational health services and assessment to our customers and support the well running of the company.

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

Nursing Services

- Deliver occupational health nursing clinical assessments as required or directed in accordance with company policies and procedures and in line with the nursing council competencies.
- Meets all areas of the Occupational Health competent nursing domain.
- Meet nursing councils' requirements for registered nurse competencies.
- Meets all requirements of non-medical vaccinators certificate.
- Clients receive appropriate feedback on their assessment results and any recommendations.
- Punctual for commencement of work and appointments scheduled. Takes appropriate action if delays or issues occur as per company policy.
- Contribute to the continual improvement of services provided by Habit Health to our customers.

Clinical Relationships

- Communicates issues in a timely manner.
- Explains issues in a way which is professional, objective and relevant to the issue.
- Maintains confidentiality and acts in accordance with all relevant legislative requirements.
- Identifies possible issues early and pro-actively seeks resolution to ensure service delivery is not compromised.

- Fosters positive relationships and open communication by providing responsive, timely and professional service delivery.

Service Management

- Maintenance of own equipment, consumables and clinic rooms.
- Contributes to the overall well running of the office, any spare time being used to actively support other areas of the business.
- Actively seeks to increase productivity and utilise time well in the interests of clients and the company.
- Maintains a flexible and client centred approach to scheduling and diary management
- Ensures the Occupational health patient management system is updated correctly and in a timely manner to ensure workflow efficiency and correct invoicing

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.

Additional Accountabilities when working within Rehabilitation Services

Service Delivery

- 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 the 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 clients are achieved.
- Encourage clients to complete post service feedback.
- Maintain good working knowledge of ACC's 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.
- May be required to visit and/or provide services outside of Habit Health clinics ie clients home, workplace or within the community.

Additional Accountabilities for a Senior Occupational Health Nurse

Clinical Review Management

- Ensures clinical reports are sent out in line with KPI timeframes (as documented in relevant SOP).
- Ensures clinical reports are issued in accordance to the guidelines specified in the Quality Review Operational SOP and best practise guidelines.
- Ensures reports are objective, only containing health information relevant to the role and the risk.
- Ensures that delays in reports are identified and appropriate action is taken quickly to resolve the issue.
- Ensures personal information is treated with confidentiality in line with the principles of the Privacy Act 2020.
- Escalates potential issues, especially regarding ability to meet KPIs or potential for complaints to the Clinical Leads, in a proactive and timely manner.
- Addresses potential issues with a solution focused mindset, displaying proactive problem-solving skills.

Quality Assurance

- Ensure Clinical Reports are consistently of a high standard and professionally worded.
- Ensures accurate management of medical information/assessments to ensure cohesive file management and compliance with all legislation around medical information.
- Provides feedback to OK Health clinical staff and sub-contractors on the quality of the assessments completed.
- Communicates clinical staff strengths/weaknesses to Clinical Leads so that staff resources can be targeted, and further areas of education can be identified and implemented.

People Support

- Provides Clinical Support and Education to clinical staff in a positive, supportive manner.
- Lead by example and encourage a positive, productive and safe team culture.

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

- Registered Nurse with current Annual Practising Certificate.
- At least 5 years' experience working within the Occupational Health scope of practise.
- Excellent communication skills, both verbal and written.
- Demonstrated time management skills.
- Demonstrated ability to work within a team.
- Demonstrated ability to thrive under pressure.
- Indepth understanding of legislation relevant to the role including but not limited to the following:
 - Health Information Privacy Code 2020.
 - Privacy Act 2020 .
 - Health and Safety at Work Act 2015.
- Demonstrated competence with computers.

- Knowledge of adult teaching and learning principles.

Senior Occupational Health Nurse

- 5+ years experience working within the Occupational Health scope of practise.

