

Position Description

Title: Performance Manager
Location: Region Specific
Reports to: Regional Manager
Direct reports: Yes

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 Performance Manager is a specialised role accountable for leadership of a multi-disciplinary clinical team within MSK, Rehab or Corporate. The purpose of this role is to lead and engage a multi-disciplinary team of health professionals to deliver outstanding clinical outcomes and best practice business performance.

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

Business Performance

Work directly with Regional Manager to.

- Ensure that the team is meeting or exceeding all operational targets such as billed hours and productivity.
- Makes informed decisions with the Regional Manager on resourcing based on demand to meet our customer and operational targets.
- Ensuring the team is flexible and agile enough to meet changing demand by sharing resources and supporting other teams in the region.
- Contribute to planning and building the regional strategic roadmap.
- Own, monitor and deliver on KPIs for the team.
- Ensure that team skill aligns with customer demand.
- Works closely with clinical leads to align performance and service outcomes.
- Works closely with the Regional Manager to represent the needs of the local community and Habit.
- Utilise internal reporting and knowledge to identify and act on areas for improvement and implement solutions accordingly.
- Proactively monitor the diary management of direct reports to ensure they meet the requirements of their role.
- Maintain adequate staffing and subcontractor numbers to accept 100% of referrals in region.
- Oversight of health & safety audits

- Optimisation of property/pool car utilisation in conjunction with RM

Service Delivery

Work directly with Clinical & Service Leads to;

- Enable initiatives that promote Habit Health as the “go to” rehabilitation provider working in with the Regional Manager.
- Enable delivery of personalised solutions for rehabilitation services and products, seamlessly linking with other internal and external stakeholders to deliver an integrated customer experience.
- Utilise internal reporting and knowledge to allocate effectively and identify areas for improvement and implement solutions accordingly.
- Ensure there is a pathway for Clinical & Service Leads to provide education and support to clinical team and any other related staff around processes in rehabilitation management specific to ACC, Insurer and private contract delivery, in conjunction with Regional Managers and Service Leads. This pathway will need to be balanced against agreed performance outcomes.
- Monitor service performance measures including clinical outcomes, outside budget hours and NPS feedback in conjunction with the Regional Manager and Service Lead.
- Assist with the quality, accuracy, file audits and timeliness of service.
- Oversee the work carried out by subcontractors in the region on the service.
- Manage client related issues through the complaints management process in conjunction with the Regional Manager, to mitigate risk and achieve resolution.
- Monitor client satisfaction and utilise feedback data insights to identify and act on improvement opportunities by region, site and individual.

Stakeholder Engagement

- Ensure regular, meaningful stakeholder engagement is occurring across all relevant parties.
- Investigate new initiatives with stakeholders such as new projects, pilots, trials etc.
- 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 in the community.
- Promote integrated service solutions across region with a hands-on approach, creating and following leads, presenting solutions and monitoring implementation in conjunction with the Regional Manager, Service Leads and other internal stakeholders.

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.

Continuous Professional Development

- Maintain service knowledge to ensure a broad insight is held across service and product categories as services/categories develop.
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- Continually develop knowledge and skills to improve the overall quality and performance output of the team.

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.

Customer focus*	Motivation to achieve	Teamwork	Leadership**
 Act with the customer in mind and ensuring the customer is at the centre of everything you do.	 Be action-oriented and respond positively to challenges and opportunities.	 Work together constructively and put the team ahead of individual success.	 Provide clear direction and build commitment within the team to achieve Habit Health objectives.

*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

- Relevant tertiary qualification in chosen field
- Intermediate business acumen
- Sound knowledge of the New Zealand Health market, specifically Rehabilitation and ACC, Occupational Health and Mental Health counselling.
- Annual Practicing certificate as registered health professional
- Member of professional associations required by ACC contracts
- 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