

Position Description

Title: Rehab Support Worker
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 life demands.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



Position Purpose

To support and empower the client to re-establish optimal autonomy and participation across life roles to ensure the ability to live their best life. This role maintains a caseload.

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

Service Delivery

- Work may be under but is not limited to the ACC LML and/or TI contracts or private contracts such as SCOTs.
- Execute the support plan under the supervision of the leading therapist, seamlessly linking with other co-workers to deliver an integrated customer experience.
- Work alongside the client and whanau to establish skills and routines as per the plan detail and frequency.
- Link the client and whanau to community resources and support.
- Identify barriers to participation, actively supporting the client and whanau by problem-solving to achieve a solution.
- Ensure client queries regarding their medical condition and/or treatment programme are communicated to the leading therapist to respond.
- Deliver service in the timeframes set out in service specifications for the relevant contract and specific to the plan.
- Maintain a clear understanding of the client's goals and the relevant plan developed to execute the client's goals, throughout their rehabilitation journey.
- Identify and escalate any observations (physical or emotional well-being concerns) made during service delivery that require clinical input and clinical management by appropriately skilled and qualified staff.

- Maintain accurate and high-quality documentation (feedback on client sessions) and communications with key therapist, IDT, and/or supervising clinician.
- 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.
- 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 is achieved.
- Encourage clients to complete post-service feedback.
- Provide best practice service in line with all Service SOPs and Accreditation Manuals where applicable.
- Ensure work is within the scope of practice.
- Raise all client-related issues immediately to the supervising clinician or Supervisor to mitigate risk and achieve resolution through the complaint management process.
- May be required to visit and/or provide services outside of Habit Health clinics ie clients home, workplace, or within the community.

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, and clients' families.

Continuing Development

- Maintain relevant board registration, APC, and CPD requirements if applicable.
- Maintain relevant professional body membership if applicable.
- Participate in regular supervision and as per Professional requirements as appropriate if you maintain a professional registration.
- Continually develop knowledge and skills to provide a wide range of services to meet client needs and maximise referral allocations.
- Participate in in-service training, and peer review when applicable.
- Maintain first aid certification determined necessary for your role.

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

- Hold or be working towards a New Zealand Certificate in Health and Wellbeing from an NZQA accredited provider at Level 4 or above depending on ACC contract specifications as per contract variation or renewal.
- Annual Practicing Certificate for relevant qualification if applicable.
- Member of relevant professional body if applicable.
- 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 compose and write succinctly and clearly.
- Intermediate to advanced computing skills.
- Current Driver License if applicable.