

Position Description

Title: Service Lead
Reports to: ELT
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, 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 provide clinical and operational excellence in all aspects of the associated service. This includes clinical team leadership, operational oversight, and management of the service. 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

Service Delivery

- Responsible for service delivery related to one or more specialised areas
- Support Clinical Leads, Regional Managers and Clinicians to deliver services within a best practice model.
- Maintain the level of professional services at or above that agreed to in SOPs, legislation, accreditation standards, applicable Code of Ethics and ACC Contract Service Schedules.
- Monitor, mentor and improve the performance of the service in conjunction with Clinical Leads, Regional Managers and the Executive Clinical Services.
- Link across other leads to cross promote services.
- Actively understand what a customer's needs are across the spectrum of Habit Health services linking with other services as needed to provide optimum client support
- Build and maintain internal referral pathways/integration between other services within the group
- Regularly meet with Clinical leads to discuss service performance and opportunities for improvement
- Liaise with appropriate Habit management and employees, to resolve administrative problems, and streamline service delivery and business operations
- Monitor, maintain and improve customer service systems by completing regular service completion surveys and reacting appropriately

- Ongoing monitoring via Power BI and other sources to identify areas of improvement (induction training, SOP's, Accreditation manual etc) to ensure achievement of standards of accuracy and quality.
- Where appropriate, maintain a deep working knowledge of ACC operating procedures, key operational contacts, legislation and cover and entitlement frameworks within the scope of relevant contract e.g Integrated Care Pathways
- Lead the quality, accuracy and timeliness of services provided by the clinicians working in the service.
- Regular and planned liaison with key clients, in conjunction with Executive Clinical Services/Business Manager/Regional Managers (where appropriate) to maintain and influence relationships
- Maintain strategic networks so as to be informed about trends and developments which could impact on the service in the future
- Monitor service performance measures including clinical outcomes, outside budget hours and NPS feedback in conjunction with the Regional Manager and Clinical Leads.
- Support allocation of referrals and bookings when requested to ensure prompt service delivery by correctly trained clinicians
- Support clinical professional development requirements including internal supervision in line with contract requirements
- May be required to visit and/or provide services outside of Habit Health clinics ie clients home, workplace or within the community.
- May have direct reports.

Strategy

- Deliver a service consistent with the strategic plan.
- Promote the strategic plan, encourage its success and identify any areas which are not succeeding.
- Ensure strategic goals have high visibility within the service and the regions

Diary Management (ACC Contract Services Only)

- 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.

Schedule Management (EAP and Occupational Health Only)

- Provide support and advise to the customer service team regarding specialised health assessments to ensure appropriate scheduling and resource availability
- Ensure any chargeable work is correctly accounted for in the relevant PMS to ensure correct invoicing
- Ensure that client profiles are maintained correctly to ensure appropriate assessments, reporting and invoicing requirements are met
- Prioritise workload to maximise client and provider service outcomes

Continuous Professional Development

- Maintain a high level knowledge of other services within Habit Health to create links between services, identify opportunities for growth and approach care from a client centric view.
- Maintain service knowledge to ensure a broad insight is held across service and product categories as services/categories develop.
- Assist Clinical Leads and/or regional managers to ensure staff receive training in specific contracts/scopes of practise.
- Develop, deliver, and attend various training programmes and service delivery meetings to adapt to situations and procedures as required.
- 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.
- Maintain first aid certification if determined necessary for your role.

People Management (This section only applies if assigned direct reports)

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.

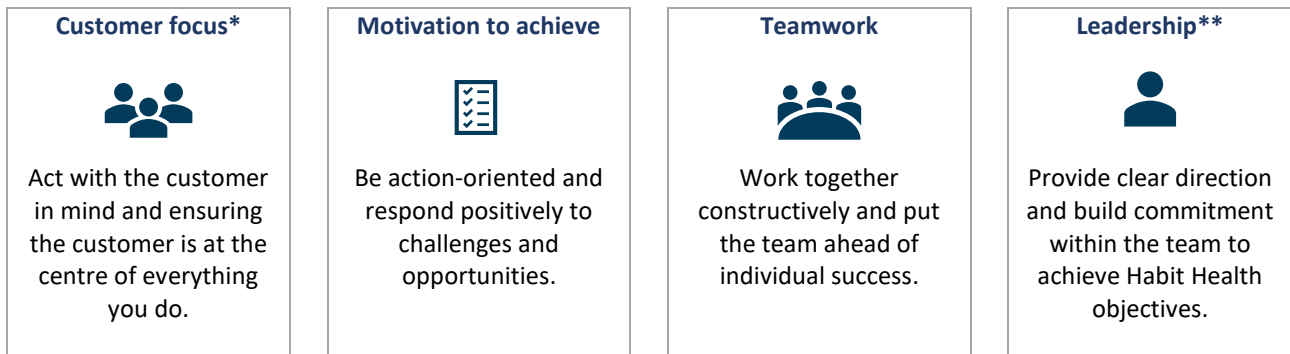
Key Performance Indicators

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 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
- Annual Practicing certificate as registered health professional
- Member of professional associations required by ACC contracts (ACC Service leads only)
- Member of professional associations required for scope of practise
- 10+ years of clinical experience
- Excellent operational, medical and policy knowledge associated with the service industry
- Ability to adapt communication style to build rapport and establish credibility with a broad range of customers across different industry types.
- Analytical ability demonstrated through application of critical thinking process and pro-active problem-solving.
- Exceptional organisation skills, including time management and the ability to manage a range of tasks and priorities at one time.
- 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.