

Position Description

Title	Support Coordinator
Location	Site Specific
Reports To	Support Centre Team Leader
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

The Support Coordinator is the first point of contact for clients and customers accessing EAP Services. The role provides high level of customer service to each client and customer by delivering solutions tailored to meet individual needs.

Working within a team the Support Coordinator responds to calls via the 0800-line, website and email enquires from Customers and clients

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

- Create new client files and book first appointments
- Maintain and manage all client bookings
- Managing urgent onsite support at customers worksites
- Organizing pre-planned onsite support for customers
- Maintain and manage Counsellor / Psychologists diaries including leave
- Escalating new leads through the appropriate channels

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

- Preference for experience in customer service/office administration
- Excellent organisation skills, including time management and the ability to manage a range of tasks
- Need an intermediate level of experience and skill in Word, Excel and Outlook.
- Adaptable communication style with ability to build rapport and credibility with a broad range of clients and customers.
- Excellent interpersonal skills
- Ability to convey reassurance to the caller and instill confidence
- Ability to handle distressing calls and possibly content
- Ability to think quickly and communicate effectively with a variety of callers and handle a high volume of calls
- Excellent telephone manner with a warm and clear speaking voice