

Recovery Partner - Level 1 and Level 2



Our vision is to create a unique partnership with every New Zealander, improving their quality of life by minimising the incidence and impact of injury.

We know that a diverse and inclusive team helps us meet the needs of our customer, and we welcome candidates from every ethnicity, national origin, gender identity, age, and those with a disability or who have additional mental health needs. It is important to us that people are free to be themselves at work. Here are some ways we encourage that:

- Employee networks to support our colleagues from diverse backgrounds.
- The option to explore flexible working that suits your needs and ours.
- Development opportunities in te reo Māori me ngā tikanga.

Position purpose

A **Recovery Partner** is responsible for partnering with clients who require a one to one relationship due to their intensive or extensive needs for as long as they need it. They will work in partnership with clients with complex physical, mental and/or individual needs, their family/whānau, providers and community to provide holistic support during the most critical parts of their recovery.

There are two positions, Level 1 and Level 2.

Your role at ACC

This role is an individual contributor and our ACC Behaviour and Leadership framework sets out the behaviours you are expected to demonstrate to be a success in this role.

Individuals in this role family are eligible to participate in the regular progression process to recognise the advancement of individuals between Level 1 and Level 2 in line with business needs.

ACC Behaviours

Accountable: He tangata pono

I make considered decisions; I'm responsible for my actions, and I take practical steps to overcome challenges.

Inclusive: He tangata kotahitanga

I encourage others; I respect different perspectives; I collaborate and make it easy for ideas to be shared.

Curious: He tangata mahira

I am open to new ideas; I welcome feedback and seek opportunities to improve.

Customer focused: He tangata aro kiritaki

I enable my customers to achieve the right outcomes by being responsive, clear and transparent.

Recovery Partner - Level 1

Key Accountabilities and Outcomes

- Initiate a comprehensive assessment with clients and relevant stakeholders to understand their immediate needs and, where required, coordinate an initial response.
- Partner with family/whānau, employers, providers, community and other relevant stakeholders to ensure the client's circumstances are fully considered and support is delivered in a holistic way.
- Identify support options and facilitate a tailored rehabilitation plan capturing all areas of their life, determining the ongoing need for support.
- Develop, and in some cases, re-build trust with clients and their family/whānau to achieve the best customer experiences and client outcomes.
- Engage with clients and/or other parties in a way that is most appropriate for their needs to effectively manage vulnerability, risk and complexity.
- Identify client's goals and milestones in relation to participating in their home, work or community and confirm support needs that focus on outcomes and maximising independence.
- Provide timely and relevant information to clients or their family/whānau or representatives, explaining their rights, responsibilities, services and supports in a clear, meaningful and transparent way.
- Assess and determine cover as required, ensuring valid and robust cover decisions are made in accordance with ACC legislation and advise outcomes appropriately.
- Identify, assess, and approve client supports and services using sound judgement to achieve the right balance between customer outcomes and ensuring overall effectiveness and sustainability of the ACC scheme.
- Partner with clients to achieve outcomes in line with social inclusion, diversity and disability principles and practice where appropriate.
- Use every client interaction to assess and re-evaluate a client's individual situation to ensure they are getting the right level of support, at the right time, in the right way to maximise independence in a timely manner.
- Seek guidance from experts when more specialised information is required to determine the best actions to effectively progress a rehabilitation plan that will support the best recovery outcome for the client.
- Focus on delivering quality customer service and be responsive to customer feedback.
- Work in a collaborative and cooperative way with colleagues so that there is seamless, integrated support for clients.
- Understand the approach for preventing injuries and working with the tools we need to deliver and monitor injury prevention outcomes.
- Respect and protect the privacy of customer information to maintain trust and confidence in ACC.
- Record concise, relevant and accurate client information, including indicator flags, so that you and your colleagues are well prepared to enable seamless support.
- Champion opportunities to embed Whāia te Tika and to promote diversity and inclusion.

Skills, Experience and Qualifications

- Previous experience in a customer focused role, including an understanding of complex customer needs in a multifaceted environment.
- Ability to take a multi-disciplinary approach, and work as part of a team to rehabilitate clients with complex needs.
- Experience working in partnership with internal and external stakeholders.

- Proven ability to pro-actively identify support options and make effective decisions around key interventions.
- Ability to build rapport and trust and successfully motivate, negotiate, and influence outcomes.
- Ability to liaise with a range of external stakeholders to ensure a solution focussed and coordinated approach and consistency in service.
- Ability to take a holistic view of a range of complex information and make considered and timely decisions.
- Ability to take personal responsibility for delivering timely client outcomes.
- Ability to display cultural awareness, empathy and understanding when interacting with customers.
- Ability to operate effectively in a digital environment with a wide range of technology systems and tools.
Skills continued
- Comfortable with, and interest in, rehabilitation and clinical and health related information.
- Personal resilience and ability to deal with challenging information and situations.
- Sensitivity to issues related to equity, people with disabilities and social and cultural needs
- A tertiary qualification in rehabilitation, health or related discipline would be desirable

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Recovery Partner - Level 2

All of the accountabilities and outcomes, and skills, experience and qualifications for the Recovery Partner Level 1 applies plus:

Key Accountabilities and Outcomes

- Partner with clients with the most complex needs, vulnerability and/or risk factors.
- Pro-actively engage and coordinate multiple stakeholders to ensure clients with the most complex needs are getting the range of support they require.
- Identify, develop and implement opportunities for service improvement and better outcomes for clients with complex needs.
- Engage in cross agency and community activities as required supporting service outcomes and enhancing best practice understanding.
- Provide peer support during and after induction training, including a time when assisted by the mentor.

Skills, Experience and Qualifications

- Previous experience working in the disability sector, social services, or relevant health environment.
- Knowledge and understanding of community services and programs of community integration.
- Demonstrated ability to provide peer support to colleagues learning.
- An in-depth and broad awareness of health sector interventions and recovery strategies for clients with complex needs and diverse backgrounds.
- Ability to build rapport and trust with highly complex clients, including those in highly vulnerable situations.
- Demonstrated ability to identify and implement continuous improvement ideas that deliver a better experience for customers.
- Effective relationship management skills with the ability to work effectively in a multi-disciplinary team environment and lead cross sector engagement activity.