NZALS
New Zealand Artificial Limb Service
Peke Waihanga, Aotearoa

Job Expectation

Position:	Services Co-ordinator		
Reports to:	Regional Manager	JE number:	JE11

The New Zealand Artificial Limb Service, (NZALS) has a vision of independent and productive lives of the people we care for. NZALS provides a nationwide service including the provision, fitting and maintenance of prosthetics and orthotics with integrated manufacture, rehabilitation and coordination of care services, and rehabilitation support. These services are provided through five city-based Limb Centres that run Regional Clinics in other areas of the country.

our vision

Independent and productive lives for our patients.

our mission

To enable our patients to achieve independence by delivering prosthetic and rehabilitation services.

2021 strategic objectives

NZALS has a significant impact on our patients' independence and productivity. We are excited to see how you will personally contribute to the achievement of our strategy through your day-to-day interactions with our patients, medical professionals, the community and your colleagues. You are important. We cannot deliver this strategy without your specialist knowledge and input. We are excited about the challenges ahead and hope you are too!

Position Purpose for NZALS to deliver on our 2021 strategy you are here to:

To champion an excellent experience for our patients by providing high quality customer service and contribute to our co-ordination care approach.

Accountability expectations a summary of what we expect you to achieve:

Service

- To provide friendly, supportive and empathetic services to patients in all circumstances
- To support others in the office by undertaking, administration, typing, stock duties, invoicing and other duties
- Support the Workshop Lead / Team Manager / Regional Manager to ensure stock is managed and controlled to ensure the patient experience is optimised by performing the following:
    - Keep the Workshop Lead / Team Manager / Regional Manager up to date on stock movements, damaged stock, expired stock, etc.
    - Packs, unpacks, receipts and signs for new stock arriving and stock being dispatched from the centre
    - Maintain and file all electronic and hard copy stock forms, documents and records
    - Assist in keeping the stock room tidy and making stock items easily assessable
    - Perform stock checks as requested by the Workshop Lead
    - Assist patients with requests for consumable stock items
- Support the Regional Manager in running effective local and regional clinics and services
- Preparing reports, referrals and type up clinical notes as per NZALS policy
- Providing timely and accurate updates in manaaki as requested by health professionals
- Supporting Clinical Prosthetists and Physiotherapists in making patient appointments and general administration duties
- Provide financial support to the Regional Manager by coding invoices, EOM accruals, petty cash reconciliation and banking
- Co-ordinate and book travel arrangements for staff
- Use national operating procedures and policies for patient administrative duties

Expert Workforce

- To maintain national internal networks and share knowledge and experience that lead to better customer service, both internally and externally
- To identify and recommend service improvements to benefit patient and organisational outcomes

Technology/Research

- Maintain knowledge about our organisation plans, technology and R&D strategy
- Understand new policy

Equity

- Play your part to ensure a safe and healthy workplace by adhering to NZALS health and safety policies and procedures, taking proactive action where a breach may occur or safety issues arise
- Demonstrate awareness of cultural and ethnic differences, including the Treaty of Waitangi and Maori as Tangata Whenua
- Comply with all relevant legislation, policies, procedures and standards
- Complete other tasks, assignments and projects as necessary to achieve our vision and mission statement

Key Performance Indicators how we know if you are doing a good job.

Key deliverables	Key Performance Indicators
Customer Service	• Positive feedback from patients – survey to be developed • Positive feedback from clinicians and colleagues • Positive feedback from Management, including the Workshop Lead, Team Leader and Regional Manager where appropriate • Delivers to expected or agreed timeframes
Process	• Compliance with NZALS stock management processes • Accurate and timely recording in manaaki
Team Collaboration	• Manage own workload and support others where appropriate
Health & Safety	• NZALS Health & Safety policies are strictly adhered to • Ensure hazards and risks are identified and managed • Promote good safety practice with all colleagues • Workplace incidents are reported and recorded

Person specification the knowledge, skills and experience we expect a competent person to demonstrate:

Experience:

- Several years prior experience in customer service roles
- Prior experience in championing the customer experience in both face to face and telephone based roles
- High service orientation with a natural ability to instil confidence in patients

Knowledge of:

- Windows/ Microsoft Office suite
- MYOB Accounting package
- Stock control
- Patient entitlements
- External organisations and contacts that can assist patients to gain the services they need
- ACC and WINZ document requirements

Ability to:

- Empathise with patients
- Use common sense to overcome potential obstacles
- Work with ACC and WINZ Case Managers to provide the information they require to assist patients
- Be highly detailed focused and respectful of privacy with patient files and stock processes
- Be a multitasker who can manage a variety of competing tasks calmly and efficiently to maintain a happy and friendly service environment

Competency expectations — the skills and behaviours we expect a competent person to demonstrate:

1. **Customer focus / service:** anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement
2. **Using information technology—** keeps up-to-date on technological developments. Makes effective use of technology to achieve results, communicate, manage knowledge, mitigate error, and support decision making.
3. **Accuracy and Thoroughness** is ensuring that work is completed correctly, thoroughly and is of high quality.
4. **Resilience** - Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks. Has a flexible approach.
5. **Accountability** - Holds self accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and manages own work. Accepts responsibility for mistakes. Complies with established processes and procedures.
6. **Problem Solving** - identifies and analyses problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
7. **Interpersonal Skills** - Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations
8. **Continual Learning** - Assesses and recognizes own strengths and weaknesses; pursues self-development. Possesses an achievement orientation.
9. **Initiative** voluntarily takes the first steps to identify and address existing and potential obstacles, issues and opportunities.
10. **Teamwork and Cooperation** is the ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively.

Performance and development planning — planning and measuring your performance:

In accordance with NZALS's Performance and Development Framework, your performance will be measured each year against the expectations and the key performance indicators described in this job expectation. Each year you and your manager will identify specific objectives, targets and measures which will focus on your continued development and enhanced performance.

Position parameters

HR Delegations: NIL	Number of direct reports: NIL
Financial Delegations: NIL	Coverage: Collective Employment Agreement / Individual Employment Agreement