

10 May 2019

**Full-time Services Co-ordinator, Auckland
New Zealand Artificial Limb Service**

Full time, permanent position
Report directly to the Regional Manager

The vision of the New Zealand Artificial Limb Service (NZALS) is 'independent and productive lives for the people we care for'. We are a Crown Entity that provides prosthetic and rehabilitation services to patients across New Zealand.

With the patient at the centre of everything we do, NZALS' has a new strategy that will see a significant evolution in services to patients. This position will directly contribute to the strategy by being the first point of contact when patients walk into our Auckland Centre, where they will receive a world class service.

The Services Co-ordinator will ensure that patients feel comfortable and welcomed through all their interactions at NZALS and provide effective and professional administrative support to the Auckland team. More specifically, you will be responsible for:

- Welcoming patients and their support people in person, on phone or via email
- Scanning and filing patient records
- Assisting patients with requests for consumable stock items
- Preparing reports, referrals and type up clinical notes as per policy
- Supporting the orthotists/prosthetists making appointments

The ideal candidate will have the following skill set, (linked to the themes of our 2021 strategic plan):

Service – to champion the NZALS experience for patients through excellence customer service. To understand that our patients are at the centre of everything we do, and will receive a world class customer service that delivers what they want at each stage of their patient journey.

Expert Workforce – the successful candidate will have significant experience in a front of house or administration role, strong organisational skills and attention to detail and the ability to get on with people from a variety of backgrounds.

R&D/Technology – you will have a passion for embracing technology and research to improve the patient experience and outcomes for patients; and a strong desire to continually improve processes and standards to gain operational efficiencies.

Equity - a desire to provide patients with access to technology and service based on need.

This role is based in the Auckland Centre and reports directly into the Regional Manager.

In order to apply for this role, please email a cover letter and your CV to careers@nzals.co.nz with the subject heading "Services Co-Ordinator Vacancy Auckland". Applications close Friday 24 May 2019.

This is fantastic opportunity to have a positive impact on the lives of amputees in New Zealand.

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!

