



Rehabilitation Coach Position Description

Position: **Rehabilitation Coach**
 Reports to: **Community Services Manager**
 Location: **AUCKLAND** **WELLINGTON**

Role of ABI

Our Vision:

ABI Rehabilitation makes connections and creates opportunities enabling kiritaki (clients) to achieve health and wellbeing. Together we make a positive difference recognising the value of western science and mātauranga Māori.

Our Mission:

The mission of ABI Rehabilitation is to work in partnership with the kiritaki and whānau to restore wellness to the maximum extent possible whilst setting standards of excellence in neuro-rehabilitation.

Our Values:

- **Pono and tika - Honest and right**

We act with integrity, take pride in our mahi and are accountable for our actions. We provide the right services at the right time to support client centred rehabilitation

- **Pūkenga - Expertise and knowledge**

We commit to best practice in the science of rehabilitation, partnerships with mātauranga Māori expertise and to value the skills and knowledge of our kiritaki and whānau. We are passionate about learning and sharing knowledge

- **Mana ōrite - Work together equally**

As partners, we maintain the mana of all by being inclusive, valuing others world views and culture

- **Manaaki - Aroha, respect and support**

We value the mana of kiritaki, whānau, staff and stakeholders and engage with respect, kindness, aroha and support

- **Wairua - Spirituality**

We value holistic wellbeing and respect individuals spirituality and their spiritual connections with tangata (people), tīpuna (ancestors) and the taiao (environment).



Ngā mātāpono:

- **Rangatiratanga**
We support kiritaki and whānau to be self-determining and be leaders of their rehabilitation journey.
- **Kaitiakitanga**
We understand the roles and responsibilities of all people involved and engage with whānau as kaitiaki (guardian) for the kiritaki.
- **Manaakitanga**
We value the mana (integrity/prestige) of kiritaki and whānau, staff and stakeholders and engage with respect, kindness, aroha and support.
- **Kotahitanga**
We work collaboratively with kiritaki, whānau, staff and stakeholders on the rehabilitation journey.
- **Whanaungatanga**
We prioritise the importance of establishing positive relationships and connections with kiritaki, whānau and stakeholders.
- **Wairuatanga**
We work with kiritaki and whānau to understand their spiritual needs and connections and collaboratively develop plans to meet those needs.
- **Pūkengatanga**

We commit to best practice in the science of rehabilitation, partnerships with mātauranga Māori expertise and to value the skills and knowledge of our kiritaki and whānau.

Purpose of the Role

To work with clients who have sustained a Traumatic Brain Injury under the direction of Rehabilitation Professionals to provide safe, competent, effective, holistic client-centred care that enables the person to reach their maximum potential for independence and community integration, within the Philosophy and standards of ABI Rehabilitation New Zealand Ltd.

Organisational Competencies

Client Focus

Is dedicated to meeting the expectations and requirements of ABI; acts with clients and funders in mind; establishes and maintains effective relationships and gains trust and respect.



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| Integrity and Trust | | Is widely trusted; is seen as a direct and truthful individual; keeps confidences; admits mistakes; does not represent him/herself for personal gain. |
| Drive for Results | | Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; steadfastly pushes self and others for results. |
| Key Relationships | | |
| Internal <ul style="list-style-type: none"> Other members of the interdisciplinary team. All other Rehabilitation and support staff. Management Team | External <ul style="list-style-type: none"> Clients/family/whānau | Committees/Groups <ul style="list-style-type: none"> Continuous Quality Improvement Accreditation Infection Control Health & Safety Clinical Records Any other groups established from time to time |
| Knowledge, Experience and Skills required | | |
| Essential and Desirable <ul style="list-style-type: none"> Ability to follow a structured rehabilitation programme as specified with regard to personal preference/needs and dignity A commitment to promoting the highest possible level of independent functioning Ability to work independently as well as under direction from health professionals Recognition that individuals have rights and choices Able to deal with stress and difficult situations A level of literacy in English that supports clear oral and written communication Ability to demonstrate consideration of disability when working towards rehabilitation goals Able to demonstrate effective teamwork Able to work under pressure and apply consistent approaches Relevant tertiary degree level qualification Experience working as rehabilitation assistant or carer ACE training or equivalent A current driver's licence An ability to demonstrate a mature approach to life and an insight into the needs of people with disabilities | | |
| Specific Skills <ul style="list-style-type: none"> Effective time management skills. Effective communication skills. Reliable and honest Creative and motivated Self-motivation General good health | | |



| Key Accountabilities | Deliverables |
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| <p>Key Tasks</p> <p>Promote the highest possible quality of life for all clients</p> | <ul style="list-style-type: none"> • Actively ensure all clients are treated with dignity and respect at all times • Plan and undertake community based activities that promote community integration • Maintain the highest possible levels of wellness and emotional wellbeing |
| <p>Communicate effectively with clients, staff, families/whānau and support people</p> | <ul style="list-style-type: none"> • Maintain confidential information relating to clients / family / staff • Maintain personal and professional boundaries • Establish and maintain rapport with staff, clients and families • Attend relevant clinical, team and family meetings • Work according to ABI Rehabilitation New Zealand Ltd administration, professional and interdisciplinary systems and activities • Maintain effective communication with staff, clients, family/whānau, and support person • Report effectively through verbal and written communication and information systems any changes in the client's condition/situation • Report any concerns or changes in client's abilities to professional staff immediately • Engage in ongoing and regular supervision • Document therapy session on CMS within 24 hours of seeing client |
| <p>Assist with delivery of individual client rehabilitation programmes under the guidance of qualified therapy staff</p> | <ul style="list-style-type: none"> • At the beginning of each session, be familiar with any changes in the client's situation or programme as documented e.g. client's notes / rehabilitation plan / diary • Implement client goals as outlined in the current rehabilitation plan • Give attention and time to learning how individual clients communicate their needs • Adhere to all client protocols • Assist with client activities as outlined in weekly planner, exercise programmes and rehabilitation plans • Assist with the formulation of specific client centred goals • Document client related progress towards achievement of goals in client files • Use current in-house systems of documentation |



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| | <ul style="list-style-type: none"> • Accompany clients as required to community appointments/activities • Support clients with antisocial behaviour in accordance with the agreed intervention programme • Regularly update and feedback to qualified therapists regarding progress and any changes required to their therapy • Drive clients into the local community for therapy intervention • Attend joint sessions with other therapy staff when indicated |
| Facilitate activities of daily living (ADLs) as required on an individual basis | <ul style="list-style-type: none"> • Facilitate clients to carry out ADLs as appropriate to the clients' needs e.g. hygiene, grooming, showering, positioning and transferring, dressing • Facilitate client participation in household tasks as required such as cooking, cleaning and washing • Facilitate client's ability to engage in their usual community activities that could include, but are not limited to shopping, work or leisure tasks • Transport client to and from community activities as needed |
| Assist in implementing tools and strategies to increase functional independence | <ul style="list-style-type: none"> • Follow fatigue management protocols • Reinforce physiotherapy techniques such as promoting re gait • Prompting use of appropriate communication strategies |
| Able to implement all safety and emergency procedures | <ul style="list-style-type: none"> • Become familiar with and be able to implement all ABI Rehabilitation New Zealand Ltd safety and emergency procedures • Attend annual training updates in emergency procedures e.g. fire, CPI, CPR and choking • Adhere to OSH standards for manual handling |
| Follow the basic components of infection control | <ul style="list-style-type: none"> • Become familiar with and follow the companies policies and procedures on infection control e.g. hand washing / personal hygiene, food hygiene, use of protective equipment, disinfecting surfaces / equipment and correct handling of clean and soiled linen. |
| Maintain a professional presentation at all times | <ul style="list-style-type: none"> • Be punctual in attendance for your client sessions • Advanced notice to be given of inability to attend a shift through sickness, family issues, etc. • Be able to accept guidance and direction from the health professionals • Be able to adhere to the health & Disability Services Code of Client Rights • Adhere to the company's uniform and dress code |



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| <p>Continuous Quality Improvement</p> <p>ABI is committed to the concept of continuous quality improvement. All ABI services, teams and staff have responsibilities at both a professional level and a service level to understand and participate in CQI activities as an integral part of their position.</p> | <ul style="list-style-type: none"> • Identify opportunities for quality improvement projects • To actively participate, develop and implement identified quality initiatives that have been approved |
| <p>Communication</p> <p>ABI staff are bound by the provisions of the privacy Act and the Health and Disability Code, ABI policies and contractual provisions when they are communicating with clients, families/whānau, other members of the public and other health professionals.</p> | <ul style="list-style-type: none"> • Maintain effective interpersonal relationships with staff, clients, families-whānau and external stakeholders • Handle problems and complaints sensitively, following ABI policies and procedures |
| <p>Treaty of Waitangi</p> <p>ABI is committed to its obligations under the Treaty of Waitangi.</p> | <ul style="list-style-type: none"> • As an employee, you are required to give effect to the principles of the Treaty of Waitangi. The principles that apply to our work are as follows. <ul style="list-style-type: none"> Tino rangatiratanga: The guarantee of tino rangatiratanga, which provides for Māori self-determination and mana motuhake in the design, delivery, and monitoring of health and disability services. Equity: The principle of equity, which requires the Crown to commit to achieving equitable health outcomes for Māori. Active protection: The principle of active protection, which requires the Crown to act, to the fullest extent practicable, to achieve equitable health outcomes for Māori. This includes ensuring that it, its agents, and its Treaty partner are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity. Options: The principle of options, which requires the Crown to provide for and properly resource kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care. |



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| | <p>Partnership: The principle of partnership, which requires the Crown and Māori to work in partnership in the governance, design, delivery, and monitoring of health and disability services. Māori must be co-designers, with the Crown, of the primary health system for Māori.</p> <ul style="list-style-type: none"> • It is essential that ABI employees have an understanding of Te Ao Māori. This includes an awareness of traditional and contemporary Māori, whānau/hapu structures, key Māori concepts and Māori legislation. |
| <p>Health and Safety</p> | <ul style="list-style-type: none"> • Take all practical steps to ensure a safe work place and environment • Observe, understand and comply with relevant legislation and regulations of the Health & Safety At Work Act (2015). • Attend training as directed in fire evacuation, manual handling • Hazard identification and reporting |
| <p>Quality and Performance</p> | <ul style="list-style-type: none"> • Maintain professional and organisational quality standards. • Ensure delivered work is planned, delivered, and implemented consistently against quality standards. • Continuously identify improvement opportunities to perform job in an effective manner. • Investigate opportunities to achieve goals in a more efficient way. • Performance is in alignment with HR quality standards, organisational requirements and professional standards. |
| <p>Documentation</p> | <p>The appointee has responsibility, in particular, for reading, signing off understanding and observing in daily practice the following Policies, procedures and documents</p> <ul style="list-style-type: none"> • ABI Mission, Vision and Values • ABI Strategic Plan • ABI Quality and Risk management Plan • ABI Health and Safety Manual • Te Hekenga-ā-ora |