

Rehabilitation Services Manager Position Description

Position: **Rehabilitation Services Manager**

Reports to: **General Manager Rehabilitation Services**

Location: ☐ Auckland

☐ Wellington

☒ Hamilton

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 neurorehabilitation.

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

The Rehabilitation Services Manager (RSM) is responsible for the delivery of best practice neuro rehabilitation to clients and their families within the rehabilitation service.

The RSM will be managing the allied health team and assistants including recruitment, orientation, training and all functions of that team including efficiency, effectiveness and reporting.

RSM will be responsible for managing compliance with service contracts.

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.



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 • Management Team • Allied Health Team • Nursing Team • Floor staff	External • Funders • Suppliers • Stakeholders
Knowledge, Experience and Skills required	
Essential Criteria • Healthcare professional qualification • Demonstrated commitment to ongoing learning • Experience in healthcare management or related field • Current annual practicing certificate • Demonstrated a high standard of clinical care • Demonstrated ability to work within an interdisciplinary team • Current NZ driver's licence Specific Skills • Demonstrated leadership and management skills in rehabilitation • Strong time management skills • Demonstrated teaching skills in respect of junior clinical staff, other staff, clients and their families/whānau • Demonstrated excellent customer service and communication skills • Excellent administrative/computer skills	
Key Accountabilities	Deliverables
Key Tasks – High Level Overview	• Leads the implementation of good practice systems for clinical rehabilitation and manages rehabilitation processes in line with international good practice.



	• Manages the quality of the 'customer experience' in collaboration with the Nursing Services Manager • Manages critical internal and external relationships • Ensures staff are appropriately trained, mentored and engaged, manages performance • Manages risks within area of responsibility • Reports monthly regarding service outcomes, risks and quality • Supports the Nursing Services Manager with admission management • Manages occupancy and client contracts • Manages the AROC data collection processes and drives the service to meet benchmarks and targets
Administration/Finance Responsible for the financial sustainability of one's area of responsibility ensuring that this is managed within annual budgetary parameters.	Services are managed within budgets, including but not limited to: • Manages the service budget in collaboration with the Nursing Services Manager • Staffing FTE / costs are managed within annual budget. • Other expenditure is monitored and managed within budget. • CAPEX and Training.
Quality Service Delivery Ensure processes are efficient and effective to meet the HDC Code of Rights, standards and stakeholder expectations in the delivery of a quality service	• Manages the service Quality Improvement Programme including service KPIs. • Funder contractual obligations are met surrounding admissions, reporting and length of stays. • 90% of all incidents and complaints are managed within the allotted time frames i.e. 10 working days for incidents and 20 working days for complaints. • 90% of all client rehabilitation consents and AH, protocols are attached to CMS and updated as required.
Customer Satisfaction Ensure stakeholders have a positive experience throughout their engagement with ABI	• 80% client, family, funder, community and DHB satisfaction results are satisfied or higher. • Corrective actions of Customer Satisfaction Surveys are remedied as demonstrated by corrective action plans or quality projects.



Employee Satisfaction Ensure staff are fully competent to undertake their tasks and responsibilities and that leave is managed in a fair and reasonable manner to ensure the health and well-being of employees. Staff are engaged and performing to their job descriptions and company policies and procedures.	• All annual performance / development reviews are current. • All annual leave / alternate leave is managed within company policies minimising leave liabilities. • Staff turnover is within specified turnover rates. • All staff are current in ABI compulsory training as per annual training calendar and E-Learning modules.
Occupational Health and Safety Responsible for the observation, understanding and compliance with relevant legislation and regulations of the Health and safety At Work Act (2015) within areas of responsibility and to take all practicable steps to ensure a safe workplace and environment.	• All staff related work injuries are investigated within 10 working days of an incident being reported. • Corrective actions arising from work related injuries are remedied which is demonstrated by no overdue actions within Risk Manager. • Newly identified hazards have remedial action plan completed to eliminate or minimise further risk exposure. • Ensuring staff have access to debriefing services as a result of continuous exposure to challenging behaviours and / or adverse events.
Treaty of Waitangi ABI is committed to its obligations under the Treaty of Waitangi.	• 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: 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. 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. 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.
Health and Safety	- 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
Quality and Performance	- 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. - Performance is in alignment with HR quality standards, organisational requirements and professional standards
Documentation	The appointee has responsibility, in particular, for reading, signing off understanding and observing in daily practice the following Policies, procedures and documents - ABI Mission, Vision Values and Ngā Matapono - ABI Strategic Plan - ABI Quality and Risk management Plan - ABI Health and Safety Manual - Te Hekenga-ā-ora



Note: The above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the jobholder and the manager.

I have read and understand the above job description:

Name: _____

Signed: _____

Date: _____