

Position Description

Job title: ACC Resolution Coordinator
Date: July 2023
Group: Operations
Location: Auckland, Wellington or Christchurch
Reports to: Operations Manager ACC Services

Position Purpose

Accountable for providing high quality, efficient and timely support services to ACC and a range of claimants from different backgrounds. Required to coordinate and set up hearings, cases and relevant information to enable an effective hearing for all parties.

Position Dimensions

Budget	n/a
Staff	No direct staff responsibilities
Internal relationships	<ul style="list-style-type: none"> • Operations Manager ACC Services • GM Operations • Senior Resolution Practitioners and Resolution Practitioners • Senior Resolution Coordinators and Resolution Coordinators • All other Fair Way staff members.
External relationships	<ul style="list-style-type: none"> • External stakeholders • Parties to the review

Position Responsibilities

- Provision of excellent levels of service to ACC customers and our community of stakeholders.
- Clear communication. of information about Fair Way's dispute resolution processes and procedures.
- Ensure you understand the customer needs and concerns, explain the requirements in a way that provides the customer with clarity, and understanding particularly as the hearing or case conference or any other ADR process is typically unfamiliar to people.
- Work closely with all Senior Resolution Practitioners and Resolution Practitioners and monitor and manage the progress of cases against timelines. This could include responsibility for

scheduling of cases as well as identifying any health and safety and privacy risks, ensuring legislative requirements are met etc. when screening cases prior to hand over to Practitioners.

- Assist the Senior Resolution Practitioners and Resolution Practitioners in problem solving to ensure smooth and seamless transition of reviews to ensure Fair Way's operational outcomes are achieved.
- Ensure the cultural needs of parties who are entering the dispute resolution process can be met, especially if a Tikanga process is required for Maori.
- Follow established procedures and seek ways to improve the experience of customers.
- Meet KPI's and targets, ensure your team is supported and workloads are shared.

Client Service

- Maintain and use the electronic case management system to document interactions with customers. Support Senior Resolution Practitioners and Resolution Practitioners with management of disputes and ensure expectations of all parties to a dispute are clearly understood and managed.
- Proactively identify and understand the client issues and lead by example to maximise client service focus in the team providing feedback to ensure issues are recognised and addressed promptly.
- Contribute to recording, retaining and sharing knowledge and expertise relevant to services.

Technical capability and experience requirements

- 'Demonstrated excellent customer service and communication skills in a similar environment.
- Clear and competent communicator over the phone, used to dealing with a wide range of people from different backgrounds.
- Experienced taking inbound and making outbound calls, and being responsible for managing own work collaboratively with others in the team
- Ideally a good understanding of dispute resolution, particularly negotiation and facilitation and competence in gaining agreement, problem solving and when to refer questions regarding relevant legislation to Senior Resolution Practitioners and Resolution Practitioners.
- Attention to detail, including identifying privacy and health and safety risks as well as responsiveness to important legislative time frames task prioritisation and workflow management skills.
- Resilience and adaptability and the ability to keep the focus on short and long-term goals.
- Familiar and competent with data input and case management programmes.
- Use of Outlook internally and externally, electronic Case management systems and Word and Excel

Behavioural requirements

- Is adaptable and can operate confidently

- Works collaboratively with peers to achieved shared outcomes
- Applies common sense to a variety of situations showing initiative where appropriate to achieve the best outcome in the situation
- Is patient and responsive to a wide range of people from different backgrounds with a variety of different needs and concerns
- Focus on developing skills through seeking mentoring and ownership of career development
- Understand and 'live' the values of Fair Way.
- Demonstrate the highest standards of OHS as a Fair Way employee