

Position Description

Job title: ACC Resolution Practitioner
Date: May 2024
Group: Operations
Location: Auckland, Wellington, or Christchurch
Reports to: Operations Manager ACC Services

Position Purpose

The Resolution Practitioner has primary accountability to fulfil the obligations of the Accident Compensation Act 2001. They are responsible for providing a range of high quality, efficient and timely dispute resolution services, including (but not limited to) facilitation, mediation, conciliation and adjudication, to a diverse group of customers. The role will deliver services through a mix of digital and in person options.

The outcomes sought are:

- Resolution of disputes in a way that preserves the mana of all participants and does so in an effective, efficient and timely way.
- Deliver a service in a culturally appropriate way.
- To enhance Fair Way's reputation as the leading provider of ACC Review Decisions and ADR (Alternative Dispute Resolution) services New Zealand wide.
- To achieve key performance indicators at a personal, team and company level.

These activities and outcomes will be achieved through being a highly experienced and competent Resolution Practitioner, focused on providing exceptional customer experience and contributing to maintaining Fair Way's profile as a leader in the delivery of dispute resolution services.

Position Dimensions

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| Budget | n/a |
| Staff | No direct staff responsibilities |
| Internal relationships | <ul style="list-style-type: none">• Senior Management team members• Operations Manager ACC Services• Senior Resolution Practitioners, Resolution Practitioners 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

- Analyse detailed medico legal documentation and/or communications to determine either the validity of ACC decisions or to bring about resolution opportunities for cases.
- Conduct case conferences to determine issues, define the legal test and communicate complex medico legal concepts to ensure participant understanding. Conduct hearings and/or conciliations between the parties in accordance with the principles of natural justice, adopting an investigative approach that is informal, timely and practical. Comply with relevant law and exercise due diligence in decision making.
- Be the primary 'face' of Fair Way in customer interactions, maintaining a safe environment that ensures customers feel heard through the process and are treated in a mana preserving way.
- Proactive Case Management - Liaise and work closely with all other Fair Way staff taking a lead role in problem solving to ensure smooth and seamless transition of cases/disputes through to early resolution, settlement, hearing or withdrawal of the dispute/case.
- Demonstrate and maintain technical competence across adjudication and ADR, as well as up to date knowledge of relevant legislation and case law.
- Identify, build and maintain professional relationships to deliver client services.
- Maintain an open and non-judgmental attitude that supports our duty to act independently.
- Actively seek to meet and respect the specific cultural needs of all clients, so that our service contributes to successful resolution for parties.
- Develop strong and positive working relationships with key stakeholders to ensure that service delivery meets the needs of participants.
- Contribute to the design, development and updating of Fair Way's Service Delivery processes and policies to ensure they meet evolving needs of customers and the community.
- Support people in achieving outstanding results and making the greatest contribution they can.
- Focus on developing skills through mentoring and ownership of career development.
- Identify opportunities for new business as part of the delivery of ADR services with existing clients.
- Manage the Health and Safety risks associated with meeting parties in resolution.
- Actively participate in Health and Safety in all work-related activities, including keeping up to date with any policy or procedure or important safety messages and practices

Technical capability and experience requirements

- Tertiary qualification in Law.
- ADR experience preferred.
- A general working knowledge of Te Tiriti o Waitangi is preferred, as is the ability to work in situations where tikanga protocols are desired by the customer.
- Ability to maintain the 'ACC Warrant' through ongoing professional development, applicable case law review and acceptable quality assessment performance.

- Be able to manage/prioritise a full caseload of reviews and/or conciliations of varying complexities, wide ranging issues, together with being cognisant of the vulnerabilities, needs and demeanour of customers.
- Ability to understand complex technical legal and medical issues and/or arguments and be able to explain these to customers in plain English.
- Experience in conducting mediations and accredited and approved to practice by a recognised authority or in a workplace learning programme to develop the experience.
- Understanding of dispute resolution, particularly negotiation and facilitation and competence in problem solving and gaining agreements that are enforceable.
- Understand the principles of the Privacy and Official Information Acts and the ability to understand, interpret and apply the law to identify issues, analyse and make robust decisions with experience in conducting quasi-judicial hearings.
- Ability to follow broad practice and procedure covered by precedents and policies and subject to managerial direction, working autonomously within clearly defined company policies, principles and objectives.
- Member of the Arbitrators' and Mediators Institute of New Zealand (or equivalent professional qualification) or able to demonstrate in a programme of learning for professional qualifications.

Behavioural requirements

- Has a high level of personal resilience to be able to manage the complexities, both technical and people related, of providing a variety of dispute resolution services ranging from voice only interaction through to in-person hearings.
- Take up opportunities to use the available tools/services/meetings to help you (and team members) appropriately debrief, learn, or consider different perspectives relating to difficult situations or cases. Proactively engage in these activities to support and improve practice, and to enhance practitioner well-being.
- Demonstrates effective communication, judgement, intelligence, common sense, integrity, empathy, resilience and adaptability to manage interactions with sometimes highly stressed and vulnerable parties.
- An ability to be decisive and to work independently.
- Takes accountability and ownership – does not hide behind others or blame others for undesirable outcomes.
- Values the inputs of others, has empathy of other cultures and viewpoints.