Position Description

Position title: ACC Resolution Practitioner

Group: ACC

Reports to: Operations Manager ACC Services

Direct Reports: Nil

Location: Auckland, Wellington or Christchurch

Fair Way – kia tau

Kia tau means ‘to settle, to resolve, to calm’ – it is what we do and Dispute resolution, , is the name of our game. We work with parties involved in disputes, by creating a safe environment and process that meets their needs, with support and our experts to help them reach resolution. . Being customer centric in everything we do, we treat our customers and their issues with respect, empathy and understanding, At Fair Way, we are here and we care.

Te Tiriti o Waitangi (The Treaty of Waitangi)

This is Fair Ways’ commitment and foundation. We are dedicated to upholding te reo Māori me ona tikanga as our taonga and, an essential part of our shared identity in Aotearoa. Fair Way actively supports, develops, and encourages our kaimahi to grow their confidence and capability in everyday practice. We create an environment where te ao Māori is valued, visible, and woven into the Fair Way fabric, our practices, relationships, and ways of working.

Ā mātou Uara (Our Values)

The values of Fair Way are important to us. They are the basic fundamental beliefs that guide, motivate and reflect the standards of behaviour, attitudes, and actions of how we carry out our mahi. Each of these values define us on how we work and serve. This is the Fair Way way.

- **Professionalism – doing what is tika:** Providing a high-quality service that meets customer expectations and professional standards, ensuring customers have trust in the fairness of our services
- **Integrity – doing what is pono:** Upholding ethical standards and communicating in an open, honest and transparent way. Always focussed on the health and safety of our people and customers
- **Collaboration – to do mahi tahi:** Seeking opportunities to work in teams towards shared objectives, knowledge, and success
- **Fairness – doing what is tōkeke**: Abiding by objective standards, allowing full participation in our processes, and giving all voices an opportunity to be heard

- **Empathy – doing what we do with aroha:** Acknowledging where people are coming from and identifying their needs by asking, listening and clarifying. Demonstrating respect to one another and our customers, acknowledging differences, and encouraging diversity.

Ā mātou Tāngata (Our People)

Our people are our greatest asset at Fair Way. We have a passionate and dedicated team who make a difference in the lives of our communities in conflict, each day. You will become part of a culture that nurtures talent, embraces diversity and rewards outstanding performance. Fair Way is committed to equal opportunity in the workplace, and we embrace the insights and values from all employees.

Team Purpose

The ACC team delivers high-quality administrative and coordination support services that enable timely, fair and effective dispute resolution for ACC review and alternative dispute resolution processes. The team plays a critical role in supporting claimants, representatives, reviewers and practitioners through the resolution journey, ensuring processes are managed efficiently, legislative timeframes are met, and customers receive a professional and supportive experience throughout their interaction with Fair Way. Based on the ACC service contract, customer feedback and industry best practice, the team continuously seeks opportunities to improve service delivery and customer outcomes

Role Purpose

The ACC Resolution Practitioner is responsible for delivering high-quality dispute resolution services across ACC review and alternative dispute resolution processes.

The role conducts reviews, conciliations, mediations, case conferences and hearings, applying relevant legislation, natural justice principles and dispute resolution best practice to assist parties in resolving disputes. Resolution Practitioners manage complex legal, medical and factual information, facilitate constructive engagement between parties and make robust, impartial decisions where required.

The role plays a critical part in ensuring customers experience a process that is fair, respectful, culturally appropriate and mana-enhancing, while supporting the achievement of contractual, operational and organisational objectives

Key Relationships

Internal relationships

- Operations Manager ACC Services
- Senior Resolution Practitioners / Resolution Practitioners
- Senior Resolution Coordinators / Resolution Coordinators
- Senior Leadership Team
- All Fair Way employees

External relationships

- ACC
- Claimants and their representatives
- Medical and specialist providers
- Legal representatives
- External dispute resolution stakeholders
- Community groups and support organisations
- Other parties participating in dispute resolution processes

Key Responsibilities

Dispute Resolution and Service Delivery

- Conduct reviews, conciliations, mediations, case conferences and hearings in accordance with legislative requirements and contractual obligations.
- Analyse complex legal, medical and factual information to identify issues and determine appropriate dispute resolution pathways.
- Apply relevant legislation, case law and dispute resolution principles when undertaking reviews and making decisions.
- Facilitate constructive discussions that support understanding, problem solving and resolution.
- Deliver services through a combination of in-person, virtual and telephone-based channels.
- Ensure proceedings are conducted fairly, efficiently and in accordance with the principles of natural justice.
- Produce clear, legally robust and well-reasoned outcomes and decisions where required.
- Maintain professional independence and impartiality throughout all dispute resolution processes.

Customer Experience and Mana Enhancement

- Be the primary point of interaction for participants throughout dispute resolution processes.
- Create safe environments where customers feel heard, respected and supported.
- Communicate complex legal and medical concepts in a way that is accessible and understandable.
- Manage interactions with empathy, professionalism and cultural awareness.
- Support participants to understand processes, expectations and outcomes.
- Deliver services that preserve and enhance the mana of all participants.
- Identify and respond appropriately to vulnerability, accessibility and wellbeing considerations.

Case Management and Stakeholder Engagement

- Manage a portfolio of dispute resolution matters of varying complexity.

- Take a proactive approach to case management to ensure efficient progression toward resolution.
- Work collaboratively with Resolution Coordinators and other internal stakeholders to support seamless case progression.
- Liaise effectively with claimants, representatives, ACC and other stakeholders.
- Build and maintain professional relationships that support positive service outcomes.
- Identify opportunities for early resolution where appropriate.
- Ensure contractual service standards and performance expectations are achieved.

Professional Practice and Technical Excellence

- Maintain a high level of technical competence across review and alternative dispute resolution services.
- Keep current with relevant legislation, case law, policy developments and industry best practice.
- Maintain accreditation, warrant requirements and professional memberships where applicable.
- Apply sound judgement when analysing information and making decisions.
- Contribute to consistency, quality and best practice across the ACC service.
- Participate in peer reviews, quality assurance activities and professional development opportunities.

Continuous Improvement and Organisational Contribution

- Contribute to the ongoing development and improvement of dispute resolution services.
- Support the evolution of service delivery processes, practices and policies.
- Share knowledge, expertise and lessons learned across the team.
- Participate in initiatives that improve customer experience and operational effectiveness.
- Support colleagues through collaboration, coaching and knowledge sharing.
- Identify opportunities that strengthen Fair Way's reputation and future service offerings.

Health, Safety, Privacy and Risk Management

- Promote and contribute to a positive health and safety culture.
- Manage risks associated with conducting hearings, meetings and dispute resolution processes.
- Ensure compliance with privacy and confidentiality obligations.
- Identify, manage and escalate risks appropriately.
- Support safe and respectful environments for all participants.
- Actively participate in health, safety and wellbeing initiatives.
- Consider cultural safety and inclusiveness in all aspects of service delivery.

Key Competencies

Dispute Resolution Expertise

- Strong dispute resolution, facilitation and investigation skills.
- Ability to conduct reviews, mediations, conciliations and hearings effectively.
- Sound understanding of natural justice principles.
- Ability to achieve outcomes that balance procedural fairness with customer needs.
- Strong analytical and decision-making capability.

Legal and Technical Capability

- Ability to analyse and interpret complex legal, medical and factual information.
- Sound understanding of administrative decision-making principles.
- Ability to apply legislation and case law appropriately.
- Produces clear, accurate and well-reasoned written outcomes.
- Maintains a high level of technical expertise and professional credibility.

Communication and Relationship Management

- Excellent written and verbal communication skills.
- Communicates complex concepts clearly and effectively.
- Builds credibility and trust with a wide range of stakeholders.
- Demonstrates professionalism, empathy and cultural awareness.
- Skilled in managing difficult conversations and competing viewpoints.

Planning and Case Management

- Manages a demanding and varied caseload effectively.
- Prioritises work efficiently and meets contractual timeframes.
- Demonstrates strong organisational skills and attention to detail.
- Balances quality, timeliness and customer needs.
- Adapts effectively to changing priorities.

Professionalism and Personal Resilience

- Demonstrates integrity, impartiality and sound judgement.
- Works independently while maintaining accountability.
- Shows resilience when managing complex and emotionally challenging matters.
- Maintains professional boundaries and ethical standards.
- Demonstrates a commitment to continuous learning and reflective practice.

Personal Specifications

Qualifications and Experience

- Tertiary qualification in Law.
- Experience in dispute resolution, mediation, facilitation, adjudication or a related field.
- Experience analysing and applying legislation, policy and case law.
- Experience conducting hearings, reviews, mediations or other quasi-judicial processes is desirable.
- Understanding of alternative dispute resolution principles and practice.
- Ability to maintain applicable ACC warranting requirements.
- Membership of, or progression toward membership of, a relevant professional body such as the Arbitrators' and Mediators' Institute of New Zealand (AMINZ) or equivalent is desirable.
- Strong technology skills and experience working with electronic case management systems.

Personal Attributes and Behaviours

- Customer-centred and service focused.
- Independent, impartial and professional.
- Calm and resilient under pressure.
- Empathetic and culturally aware.
- Adaptable and solution focused.
- Collaborative and supportive.
- Committed to continuous learning and professional development.
- Demonstrates Fair Way values in all interactions.

Health and Safety

Show commitment for a healthy and safe workplace by adhering to the H&S policy, including keeping your immediate workspace(s) clear and tidy, being involved in regular hazard identification and always undertaking work in a safe manner. The mental health of our employees is incredibly important. We want you to bring your whole self to work and know that you will have the support you need. Therefore, it is important to identify any mental health concerns in yourself and others so we can provide the appropriate support each individual may require.

Diversity and Inclusion

At Fair Way we celebrate the strength that comes from diversity and the unity that comes from inclusion. We value the unique perspectives of all people—embracing different cultures, identities, and experiences, including the richness of Te Ao Māori. By fostering an environment where everyone feels respected, supported, and empowered to contribute, we create a culture of belonging that drives innovation, fairness, and shared success.

Changes to Position Description

From time to time, it may be necessary to consider changes in your position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.