

POSITION DESCRIPTION

Job Title: Resolution Coordinator	Date: December 2015
Division: Service Delivery	Approved: General Manager Service Delivery
Location: Auckland, Wellington, Christchurch	Reports to: Service Delivery Manager Auckland, Wellington, Christchurch

Position Purpose

The Resolution Coordinator role is accountable for providing high quality, efficient and timely support services.

The outcomes sought are:

- Provision of excellent levels of service to customers and our community of stakeholders.
- Clear communication. of information about FairWay's dispute resolution processes and procedures,
- To work closely with all Senior Resolution Practitioner and Resolution Practitioners and monitor and manage the progress of cases against time lines. 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.

These activities and outcomes will be achieved through being a highly competent Resolution Coordinator, providing support to all ADR professionals to enable FairWay to become a professional services organisation recognised for service excellence.

Position Dimensions

Budget:	Nil
Staff:	Nil
Internal Relationships:	<ul style="list-style-type: none"> ➢ General Manager Service Delivery ➢ Service Delivery Managers ➢ Senior Resolution Practitioners and Resolution Practitioners ➢ All other FairWay staff members
External Relationships:	<ul style="list-style-type: none"> ➢ Scheme members (clients) and their representatives ➢ Customers/consumers ➢ Consumer representative groups (e.g. Citizens Advice Bureau, Community Law Centres, Budget Advisory Services)

Requirements:

- Excellent customer service and communication skills.
- 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.

Principal Accountabilities

People

Key responsibilities	Job holder is successful when:
<ul style="list-style-type: none"> ➤ Assist the Senior Resolution Practitioners and Resolution Practitioners in problem solving to ensure smooth and seamless transition of reviews to ensure FairWay's operational outcomes are achieved. ➤ Focus on developing skills through seeking mentoring and ownership of career development. ➤ Understand and 'live' the values of FairWay. ➤ Demonstrate the highest standards of OHS as a FairWay employee. 	<ul style="list-style-type: none"> ➤ Timely support is provided to achieve the ADR outcomes through strong enduring relationships and quality timely delivery of work. Identifying any issues of concern when screening new cases. ➤ Constructive feedback is sought that allows staff members to contribute at all levels and grow their skills. ➤ Be acknowledged as a person who lives by FairWay's core values. ➤ Contributes to a positive culture for health and wellbeing outcomes and compliance with relevant legislation.

Client Service

Key responsibilities	Job holder is successful when:
<ul style="list-style-type: none"> ➤ 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. ➤ Work with the Senior Resolution Practitioners and Resolution Practitioners to network across industry sectors to grow FairWay's profile and gain business. ➤ Actively support business generation strategies and objectives. 	<ul style="list-style-type: none"> ➤ Ensuring all legislative timeframes are met and deliver clear communication of all arrangements made and all actions required to clients and customers. ➤ Delivering on service expectations and promote integrated delivery of services across FairWay whilst working as part of a multi-disciplinary team, promptly and accurately actioning requests to keep the dispute resolution process moving forward. ➤ Engendering the confidence and trust of clients and customers through good knowledge and professional behaviour. ➤ Work with the Senior Resolution Practitioners and Resolution Practitioners to enable the team to identify prospects and proposal opportunities that are in your area and ensure all dispute resolution disciplines are well understood and promoted to clients.

Commercial Management

Key responsibilities	Job holder is successful when:
<ul style="list-style-type: none"> ➤ Assist the Senior Resolution Practitioners and Resolution Practitioners to put in place a vision, winning strategy and annual business plan for the regional team in the context of the Statement of Intent, long term FairWay business strategy and wider business priorities. ➤ Contribute to achieving or exceeding the Business Plan objectives. ➤ Assist the Senior Resolution Practitioners and Resolution Practitioners to identify and implement profit maximisation and cost management strategies. 	<ul style="list-style-type: none"> ➤ Understands vision, strategy and plans within the wider FairWay framework. ➤ Demonstrate a good knowledge of client specific intelligence and use of strategies relevant to the Client. ➤ Develop commercial acumen across the FairWay Schemes.

Technical Leadership

Key responsibilities	Job holder is successful when:
<ul style="list-style-type: none"> ➤ Work closely with the Senior Resolution Practitioners and Resolution Practitioners to support the achievement of their goals and meet/exceed customer expectations. ➤ 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. 	<ul style="list-style-type: none"> ➤ Demonstrates the required level of legal and technical knowledge across the FairWay schemes and identifying any risks. ➤ Demonstrates client service delivery excellence. ➤ Shows commitment to quality assurance programmes, processes and other relevant systems to maintain FairWay's KPI's on contracts and general standards of service.

Health & Safety

All FairWay employees are responsible for safety, and we take this responsibility seriously. We are committed to the belief that all injuries are preventable. Safety experts within FairWay are leading this commitment that includes developing a workplace safety culture where safety is everyone's responsibility, where back to work rehabilitation is the usual course of action, where excellence in health and safety is integral to all of FairWay's activities and where FairWay are setting the standard for our industry.

Key Responsibilities	Action/Result
<p>As a worker employed by FairWay you are expected to:</p> <ul style="list-style-type: none"> • Actively support and promote a safe and healthy work environment. • Participate in H&S training as identified by FairWay during the course of employment. • Promote/be an advocate for, a good faith partnership between workers and FairWay (PCBU) to work collaboratively in safety awareness and responsibility. • Maintain compliance with current H&S legislation, and seek to achieve best practice. Promote a safety aware culture. 	<p><u>Daily:</u></p> <ul style="list-style-type: none"> • Follow prescribed H&S procedures and policies as set down by FairWay. • Report hazards/risks associated with FairWay operations which may have the potential to result in harm to yourself, other workers or visitors on FairWay premises. • Report all accidents, incidents and near misses in the workplace to FairWay management immediately. • Ensure all workers (contractors and sub-contractors) and visitors under your supervision have the following prior to commencement of work or meeting: <ul style="list-style-type: none"> ○ taken through the FairWay hazard register and controls ○ have had the emergency procedures explained ○ wear or display visitor identification . • Approach any persons in the office not wearing visitor identification, who is unknown and is unescorted by other FairWay staff. <p><u>Every three months:</u></p> <ul style="list-style-type: none"> • Attend and actively participate in quarterly H&S Committee meetings. • Participate in the review of the Hazard Register including the identification and assessment of new and existing risks and hazards. • Pro-actively participate in closing out assigned H&S actions. <p><u>Every twelve months:</u></p> <ul style="list-style-type: none"> • Input into the review of health and safety policy, guidelines or other practices/culture in line with learnings from the previous year. <p><u>As required:</u></p> <ul style="list-style-type: none"> • Participate in emergency evacuation / hazardous spills drills and meet all requirements. • Active participation in H&S activities such as checks, assessments, training, and audits / assessments. • Make innovations or recommendations to improve/influence FairWays H&S culture • Volunteer to be a H&S Representative, Fire Warden, or First Aider when an opportunity arises.