



POSITION DESCRIPTION – ACC Navigator Ringa Atawhai Matauranga (RAM)

Whanau engagement is a key enabler to improved Māori health outcomes. Ringa Atawhai Matauranga (RAM) has delivered un-regulated community health workers' training, throughout Te Taitokerau, for thirty plus years, more recently assisting ACC kiritaki under the umbrella of rongoā services. The purpose of this position is to build on the foundations laid so that RAM can deliver a cohesive service for Whānau Māori to improve Whānau understanding, knowledge and access to ACC entitlement and services, and to assist ACC Kiritaki navigate ACC's systems and processes.

Position Title: – ACC Navigator

Position Purpose: The Navigator will provide accessible, responsive support for Kiritaki to understand and engage effectively with ACC processes and resolve disputes without the need to progress to review.

Key Relationships:

- CEO
- ACC
- Kiritaki

Key Accountabilities and objectives:

- The appointee to this position will be expected to:
- Attend all contract review meetings on a monthly, quarterly and annual basis providing regular reports
- Lead regular surveys of the ACC Kiritaki and their Whānau who use the Service to continuously assess satisfaction
- Continually develop and deliver a Kaupapa Māori service by Māori for Māori and other ACC Kiritaki
- Deliver a service to Māori ACC Kiritaki that includes measures from Te Kāpehu Whetū as a Māori outcomes framework
- Provide equity for Māori ACC Kiritaki to have improved information and access to ACC Services
- To increase trust and confidence for Māori ACC Kiritaki, and their Whānau, Hapū and Iwi to access ACC Services
- Provide services to Māori ACC Kiritaki, and their Whānau, Hapū and Iwi to be empowered to make informed decisions about ACC Services

Service Specifications

The Navigator will develop and deliver a Kaupapa Māori Navigation Service that meets the following specifications:



Kaupapa Māori

- Te Kāpehu Whetū as a Māori outcomes framework appropriately Tikanga based for their Iwi
- appropriately Kawa based for their Hapū, and community needs based for their Whānau to achieve equitable outcomes for ACC Kiritaki, Whānau, Hapū and Iwi.

Navigation

- Provide services for ACC Kiritaki to understand, navigate and access their statutory cover and entitlements to treatment, social and vocational rehabilitation, and compensation and the related services provided by or on behalf of ACC (ACC Services)
- Provide accurate, fair and accessible information and advice about the Services, ACC and ACC Services
- Empower ACC Kiritaki to engage with ACC Services ā tinana, ā wairua, ā hinengaro, ā whānau, ā whenua
- Support and encourage ACC Kiritaki to resolve issues with ACC and/or ACC Services at the earliest possible opportunity
- Ensure that ACC Kiritaki are aware of their rights as set out in the Code of ACC Claimants' Rights
- Promote positive communication and relationships between the ACC Kiritaki and ACC throughout the Services
- Promote ACC Kiritaki and Whānau education towards self-navigation of ACC Services

Community engagement and communication

- The Navigator will engage and communicate with ACC Kiritaki in an accessible, responsive and timely manner and promote and deliver the Services through a variety of communication channels to:
- inform ACC Kiritaki of the availability of the Service and Provider's contact details
- create accessible pathways of engagement that meet the needs of ACC Kiritaki, Whānau, Hapū and Iwi
- increase awareness and uptake of the Services
- create positive community engagement with the Services
- promote ACC Kiritaki and Whānau education towards self-navigation of ACC

PERSON SPECIFICATION: OFFICE ADMINISTRATOR

The appointee will have:

- An in depth understanding of Kaupapa Māori principles for Whānau, Hapū and Iwi receiving and in the Te Tai Tokerau region.
- Excellent communication skills
- Ability to build and sustain beneficial, trusting and professional relationships with ACC Kiritaki, ACC, and cross-sector professional and community organisations
- Ability to collaborate and communicate with ACC effectively and respectfully
- A drive to support ACC Kiritaki and enable their access to ACC Services
- Adapting their approach and provide individualised support to individual ACC Kiritaki
- The knowledge, skills and community linkages to coordinate support for ACC Kiritaki across health, social and voluntary services
- An understanding of ACC, ACC Services and related health, social and voluntary services



- Be committed to personal and professional development
- Handle information about ACC Kiritaki with care

Experience and knowledge

- Experience working in highly-regulated environments
- Knowledge of Te Reo mo nga Tikanga Māori protocols o Ngapuhi Nui Tonu
- Skill in analysing and interpreting information
- Report writing, planning, problem-solving, and time management skills

Expected behaviours for this position

- Ability to connect with people: Understands and predicts how groups work, behave and respond
- Minimises risk, engages people, promotes continuous improvement
- Is a team player
- Acts with integrity, is self-aware and has energy and drive

Other Requirements

- Travel throughout Te Taitokerau will be required.
- The ability to work weekends is essential