**Position Description**

**Position Title: Service Delivery Manager**

Reports to**:** Head of Service Delivery

Our Vision at Active+ is to be distinctive by offering exceptional services and solutions by a network of people across New Zealand, delivering with integrity and innovative flair. We aim to anticipate and surpass all expectations of our clients and inspire them to wellness.

We achieve our vision through our 5 key values, which are:

* Respect for all people - Cultivating ongoing client relationships ensures we deliver a bespoke service, enhancing our capacity for growth.
* Ako - productive partnerships - Through inclusive learning and empowered participation, we enable excellent multi-disciplinary input for your health and well-being needs.
* Resilience - for stronger people - Our clients are empowered to learn long-term strategies for health and well-being for themselves and their whanau, and our staff are engaged by the delivery of new services and develop new skills.
* Connected/whakawhanaungatanga - to others and community - We understand and are part of our local communities and the services they require
* Pono - truth and validity - Our clients are assured they are receiving the best service in a safe environment, and our staff are proud of the credible reputation our quality delivery has built.

**Purpose of the Position**

his role is a key leadership position for Active+ that is responsible for the end to end service delivery for a portfolio of services.  You will be directly responsible for leading a team that coordinates service delivery with health providers and supporting them in undertaking their work.

Your role will be responsible for a portfolio of service contracts that is assigned and updated from time to time in consultation with Heads of Service Delivery.

**Functional Responsibilities**

###### **Internal relationships**

* Chief Executive Officer
* Executive staff
* Clinical Consultants
* Active+ Provider Network
* Other Active+ staff

###### **External relationships**

* Funders including ACC, Health New Zealand, Insurance companies and Third Party Agencies
* Other referrers
* Cultural Advisors

**Delegations**

This role will have assigned delegations as outlined in the current Delegated Authority policy. These will contain HR and financial delegations.

**Accountabilities**

The Service Delivery Manager is accountable for the below areas on specified services.

* Managing and leading a team of service coordinators and where applicable client navigators
* Performance of claims administration tasks including but not limited to referrals processing, approvals, provider allocation and acceptance monitoring
* Day to day management of specified contracts and providers
* Performance management of specified contracts
* Provider quality management of specified contracts
* Managing health and safety, privacy incidents, complaints and risk assessments from providers for specified contracts
* Delivery of specific projects as assigned by the Head of Service Delivery or developed in our Annual Plan
* Contribute to ideas for growth for your assigned portfolio of services

|  |  |  |
| --- | --- | --- |
| **Accountability** | **Key tasks** | **Performance Measure** |
| Leadership and management of Staff  | * Manage work allocations
* Set Performance targets and plans for staff
* Conduct yearly employee performance reviews, and development plans
 | * Leave requests are approved in a timely fashion
* Adequate staff coverage is maintained at all times
* Workloads and functions reflect realistic FTE expectations
* Staff are engaged and regularly informed on the direction of Active+
* Assigned budgets are not exceeded
 |
| Performance of claims administration tasks including but not limited to referrals processing, approvals, provider allocation and acceptance monitoring  | Oversee claims administration delivery and ensure processes are followed and systems used to support all claims administration tasks. | * Service Coordinators provide appropriate claims management service to providers.
* Referral information is adequate 100% of the time.
* Claims are processed within the expected timeframes.
 |
| Day to day management of specified contracts and providers |  |  |
| Performance management of specified contracts | * Manage the contract performance against the service schedule/specifications with issues managed or escalated as required
* Oversee the required external reporting against the contract
* Complete internal reporting monthly on the performance, challenges, and initiatives for each contract
 | * Designated contracts perform and comply in accordance with contract service specifications
* Reporting is accurate and timely in accordance with the requirements set out in contracts or advised for internal timeframes
 |
| Provider quality management of specified contracts  | *Audits** Conduct/oversee audits against key deliverables
* Quality check reports for new providers/contracts

*Quality Assurance** Quality plans are revised and monitored, and changes communicated
* Ensure that Quality concerns are identified and addressed

*Training, Education and Improvement** Support the Head of Service Delivery with the development and delivery of resources and training
 | *Audits** Key deliverables meet contractual requirements
* Reports meet contractual requirements

*Quality Assurance** Quality plans are delivered successfully and on time
* Quality issues are identified and monitored
* Issues with Services, Contracts and Providers are managed in a timely manner
* the Head of Service Delivery is promptly informed of any issues

*Training, Education and Improvement** Providers have skills required to deliver on specified contracts
 |
| Managing health and safety, privacy incidents, complaints and risk assessments from providers for specified contracts | *Health and Safety / Privacy** Liaise with providers, clients and relevant organisations regarding health and safety incidents and follow reporting procedures
* Contribute to annual review of Health and Safety programme
* Liaise with providers, clients and relevant organisations regarding privacy breaches and near-misses

*Complaints** Receive, investigate and resolve complaints for specified contracts and providers in the assigned portfolio

*Risk Assessments** Approve or otherwise provider risk assessments and liaise with providers regarding these
 | *Health and Safety / Privacy** All incidents (including near misses) are followed up, documented and reported inline with reporting procedures

*Complaints** All complaints are investigated within 24 hours
* Complaints are resolved quickly without delay
* Complaints reported monthly

*Risk Assessments** All risk assessments are reviewed and advice provided
 |
| Delivery of specific projects as assigned by the Head of Service Delivery or developed in our Annual Plan | * Provide support for projects such as quality improvements, design, implementation and/or other initiatives for the assigned portfolio of contracts
 | * Service delivery is enhanced with continuous improvement developments
 |
| Contribute to ideas for growth for your assigned portfolio of services | * Maintain a good understanding of the strategic and revenue value of the contract to the organisation and maintain a high-level view as well as operational view of the contract.
 | * Identify and report to Head of Service Delivery regularly on the status of the portfolio of services/contracts and areas for growth opportunity.
* Suggest recommendations for growth that can be implemented
 |

**Person Description**

Qualification

* Qualification in business administration/management or health discipline preferable

Experience

* Previous experience in health-based administration and management in a New Zealand setting preferred
* Track record of success in operational roles
* Experience in managing people and teams
* Experience in managing external providers and their performance

Essential Skills and Attributes

* High levels of motivation and a natural drive to succeed
* Clear and concise communications skills
* Organised & structured in prioritising tasks
* Able to work effectively and efficiently
* Skills to implement business process changes
* Ability to build rapport
* Able to analyse & problem-solve independently
* Knowledge and skill in customer relationship management and direct marketing
* Extensive knowledge of Gensolve, OneHub/Provida and Basecamp and other software platforms utilised by Active+ preferred