

# A day in the life of a Recovery Partner - Mental Injury



**Role purpose:** To help facilitate the right supports and treatment for clients and their whānau who have lodged a sensitive claim and to help ensure we improve the outcomes and experiences for clients.

- Work with clients and their whānau who are seeking treatment and support for mental injuries caused by sexual abuse or assault.
- Facilitate treatment and support, and identify other agencies that can help to support the client or who are involved in their care
- Manage a caseload of clients in your geographic area, allowing face-to-face meetings and building connections with local providers and agencies.
- Guided by the Sensitive Claims Service, but you will need to be across a broad range of other services that ACC providers
- Communicate mainly with clients, whānau, providers, suppliers, and other agencies.
- Primarily a desk-based role requiring exceptional customer-centric skills and the ability to engage empathetically over the phone and in person.
- Manage both sensitive and physical injury claims as part of a holistic approach.
- Understand the importance of early interactions with ACC to support clients in finding and beginning therapy, and identifying initial needs and supports.
- Challenging and rewarding work, requiring effective communication and empathy to ensure the best outcomes for clients.
- Make a significant difference in the lives of clients and their whānau.

## Information and Other Agencies

You will be reviewing ACC claims and interpreting information and liaising with providers from a range of agencies including:

- NZ Police
- Oranga Tamariki
- Department of Corrections
- Ministry of Education
- DHB's, Hospitals and GP Clinics
- Other ACC Service and Health Providers
- NGO's in the community and other agencies

## What would be the key to success?

- Ability to quickly grasp complex situations, analyse and interpret information and make well thought-out decisions.
- Teamwork – the ability to pitch in where necessary.
- Personal resilience and exceptional communication skills
- Being able to engage with a range of clients, providers and agencies
- Ability to consider a range of supports and rehabilitation pathways for each client unique to their needs.

## Key elements:

- A number of Mental Injury teams located across New Zealand supporting thousands of survivors of sexual violence.
- Managing both mental injury and physical injury claims for clients.
- Managing claims for children and adolescents who seek support from ACC.
- Managing clients who are currently unable to work as a result of their Mental Injury