

# A day in the life of a Recovery Partner



***Role purpose:** As a Recovery Partner, you are the dedicated contact at ACC, providing guidance and support that respects each person's unique needs. You will work in partnership with the injured clients/kiritaki, their family/whānau, and their rehabilitation team to ensure they have the tools and resources to reach their goals—whether returning to work, regaining independence, or creating a fulfilling life whilst living with disability.*

As a Recovery Partner you will be part of a team who support our clients who have sustained a lifetime disability through injury. With a strong disability lens our role is to support clients/kiritaki to maximize their independence while adjusting to living with a disability. Our clients/kiritaki have complex physical and sometimes psychological needs requiring coordinated support from multiple agencies, and you will play a key role in facilitating that planning.

Imagine starting your day by checking in on your clients/kiritaki progress — each with their own unique journey toward achieving their goals. One moment, you might be on a video call with a client/kiritaki and their whānau, helping them set goals towards maximizing independence. Next, you're coordinating with health providers and community agencies to ensure the right supports and activities are in place. Later, you could be drafting a plan that brings together physical rehabilitation, psychological support, and practical solutions for everyday life.

No two days are the same. Some will involve in-person visits, others virtual meetings or phone calls. You'll navigate complex situations, celebrate milestones, and sometimes have challenging conversations — always with transparency and empathy. Your role is about enhancing opportunities for our clients/kiritaki to live fulfilling everyday lives, and achieve independence, while building trust and confidence along the way.

A health or disability background is an advantage, or if you have case management experience this may be an opportunity to take those skills further. Success here means being adaptable, proactive, and a strong communicator — someone who thrives on making a real difference in people's lives.

## **You will develop a range of relationships with internal stakeholders and external contracted providers, community agencies, government agencies across the health and disability sector:**

- ABI Intensive and Community Rehabilitation
- Puāwai Rehabilitation Unit/Southern
- Auckland & Burwood Spinal Unit's
- Starship Children's Hospital
- The Wilson Centre
- Te Tāhuhu o Te Mātauranga - Ministry of Education
- Oranga Tamariki - Ministry for Children
- Kainga Ora - Homes and Communities
- Te Whatu Ora – Ministry of Health
- Mental Health, Addiction and Intellectual Disability Services (MHAIDS)
- Older Persons' Rehabilitation Services (OPRS)
- Fertility Associates

## **What would be key to success?**

- **Build trust** – Be empathetic and involve whānau early.
- **Communicate clearly** – The ability to build transparent, trusting relationships are essential.
- **Stay organized** – Keep your workload up to date, prioritise effectively, and apply critical thinking.
- **Computer literacy** - You must have solid computer literacy and feel comfortable using various platforms.
- **Think disability first** – Make plans inclusive and empower independence.
- **Be flexible** – Adapt to changing situations and tasks.
- **Look after yourself** – Maintain your well-being, seeking support from your leader and colleagues
- **Set goals** – Support our clients/kiritaki to set realistic goals and celebrate progress