



Intensive Client Support Manager Client Service Delivery

Our purpose

Manaaki tangata, Manaaki whanau

We help New Zealanders to be safe, strong and independent

Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

Our strategic direction

Mana manaaki

A positive experience every time



Kotahitanga

Partnering for greater impact



Kia takatū tātou

Supporting long-term social and economic development



Our Values

Manaaki

We care about the wellbeing of people

Whānau

We are inclusive and build belonging

Mahi tahi

We work together, making a difference for communities

Tika me te pono

We do the right thing, with integrity

Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The outcomes we want to achieve

New Zealanders get the support they require

New Zealanders are resilient and live in inclusive and supportive communities

New Zealanders participate positively in society and reach their potential

We carry out a broad range of responsibilities and functions including

Employment, income support and superannuation Public housing assistance and emergency housing
Community partnerships, programmes and campaigns Resolving claims of abuse and neglect in state care
Advocacy for seniors, disabled people and youth Student allowances and loans

He Whakataukī*

Unuhia te rito o te harakeke
Kei hea te kōmako e kō?
Whakatairangitia, rere ki uta, rere ki tai;
Ui mai ki ahau,
He aha te mea nui o te ao?
Māku e kī atu,
He tangata, he tangata, he tangata*

If you remove the central shoot of the flaxbush
Where will the bellbird find rest?
Will it fly inland, fly out to sea, or fly aimlessly;
If you were to ask me,
What is the most important thing in the world?
I will tell you,
It is people, it is people, it is people

* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

Position detail

Overview of position

The role of the Intensive Client Support Manager is to provide intensive, ongoing support and guidance for clients to help them achieve sustainable education, training or employment outcomes. This involves developing comprehensive plans to address client's particular needs and playing a pivotal role in motivating clients to achieve better outcomes for their lives. You will build strong networks / relationships with key players in the education, training and employment sector and conduct ongoing monitoring / reporting on the progress and outcomes achieved for each client.

Location

Service Centre/Community Link

Reports to

Service Centre Manager

Key responsibilities

Needs assessment

- Undertake a comprehensive-client centric needs assessment that includes:
 - gather and review background information about a client
 - a robust client profile that identifies the client's specific circumstances and particular needs
 - identify and link in with appropriate external agencies/service providers to deliver services that meet the client's specific needs
 - identify appropriate opportunities and other interventions needed to support desired outcomes
 - identify any barriers or obstacles to be overcome to achieve desired outcomes.

Case management

- Develop and implement a work focused plan tailored to the client's needs
- Monitor client progress against the plan and regularly review plans ensuring all interventions and services are provided to the client
- Provide intensive case management, coordinating and facilitating access to appropriate services and other assistance as required
- Manage client work and/or income needs and enquiries, ensuring the family is receiving full and correct entitlement to benefits
- Facilitate and / or attend meetings between the family and other service providers as required to support better outcomes for the client
- Provide a transition plan to support clients exiting the benefit, including in-work support services
- Identify when sanctions are to be applied
- Escalate issues to Service Centre Manager and make referrals to other agencies / service providers as appropriate.

Client information management

- Maintain complete, concise and up to date client records, ensuring all required documentation is completed within agreed timeframes and to agreed quality standards.

Supporting work outcomes

- Access current local labour market information
- Engage with Work Brokers and other frontline staff to refer clients to suitable employment, training and services
- Support clients to successfully transition into work
- Support clients to maintain work placement.

Mentoring support

- Meets with clients on a regular basis to ensure the client is meeting their obligations and to ensure the client is on track to achieve the desired outcomes
- Develop a high trust relationship that is positive and respectful to the client
- Provide ongoing mentoring support, advice and information that is appropriate to meet the needs of the client
- Encourage client motivation through the use of a range of techniques and tools including motivational interviewing
- Motivate the client to engage in employment, education, and / or other suitable programmes to support desired outcomes.

Relationship management and networking

- Establish and maintain effective networks / relationships with service providers
- Identify and link in with appropriate external agencies/service providers to deliver services that meet the family's specific needs
- Influence stakeholders to work collaboratively in the delivery of solutions to meet the client's needs
- Adapt influencing style to meet the needs of the situation
- Encourage trust through open and honest sharing of information
- Ongoing liaison and exchange of information with other agencies in respect to services, policies and operational processes, and any changes that occur
- Resolve any issues as soon as practicable and escalate to the Service Centre Manager if required.

Monitoring and reporting

- Prepare reports on the progress of each client, outcomes achieved, details of referrals and any other client information as required by the Ministry
- Evaluate effectiveness of programmes / support services / service providers.

Embedding Te Ao Māori

Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD

Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

Health, Safety and Security

Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework

Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

Emergency Management and Business Continuity

- Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team
- Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

Know-how

- Demonstrated success in working with clients with complex needs to achieve sustainable outcomes
- Demonstrated ability to build and maintain strong relationships across a range of stakeholders
- Understanding of the support service sector
- Sound knowledge of relevant legislation and an understanding of how it applies to clients
- Knowledge of Work and Income products and services
- In depth knowledge of work activity and social service providers
- Demonstrated ability to assess information from multiple sources and write quality plans fit for purpose

Attributes

- Strong client focus
- Ability to mentor and motivate clients
- Strong networking and partnership building skills
- Ability to influence and negotiate successful outcomes
- Exercises sound judgement and political sensitivity
- Flexible, adaptable and pragmatic
- Strong communication and interpersonal skills
- Resilient and able to stay calm under pressure
- Strong planning and organising skills
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

Key Relationships

Internal

- Service Centre Manager
- Case managers and service centre staff
- Central Processing Unit staff
- Regional office managers and staff

External

- Community Link partners e.g. Police, Housing NZ, budget advisory services
- Other government agencies, non-government organisations and service providers

Other

Delegations

Financial – No

Human Resources – No

Direct reports – No

Security clearance – No

Children's worker – No

Limited adhoc travel may be required

May require after hours work