



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Case 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 whaitake 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 hapori, 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
 - Community partnerships, programmes and campaigns
 - Advocacy for seniors, disabled people and youth
 - Public housing assistance and emergency housing
 - Resolving claims of abuse and neglect in state care
 - Student allowances and loans
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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 Case Manager is to engage with and work alongside clients as they plan and prepare to move towards work readiness, sustainable employment, independence, retirement or other desirable outcomes.

The Case Manager works towards this by ensuring clients:

- are getting all the support they need
- are aware of the full range of support and assistance available
- can easily connect to services, support and opportunities available
- can successfully transition to work readiness, training, work, maintain independence, or otherwise maximise their potential

Location

Service Centres

Reports to

Manager Client Service Delivery

Key responsibilities

Knowledge

- Maintain up to date knowledge of MSD's products and services, local labour markets, contracted providers and wider social services to ensure they can provide all the assistance available for clients

Provide financial assistance

- Provide accurate advice and assistance to resolve the client's immediate needs
- Provide all the help available within MSD operational policy to ensure clients receive appropriate financial assistance for their needs
- Make good decisions, and consider each client's situation and the potential impacts of decisions made, to ensure the client/client and their family are supported

Interaction and communication with clients

- Culturally aware, and uses an open, courteous and empathetic manner in all interactions to build trust and rapport with clients and ensure they are listened to and understood.
- Show Manāakitanga: welcomes and makes clients feel at ease to facilitate open engagement and demonstrate Service Delivery's desired client culture

Assessing needs

- Listen empathetically and gather information from clients using open ended questions and active listening skills to understand their unique needs and assess which products and/or services would be the most appropriate
- Identify clients with emergency housing needs and works together with clients to provide access to housing assistance as appropriate

Build and maintain ongoing relationships

- Proactively build and maintain client relationships to develop a deeper understanding of their situation and provide effective ongoing support
- Develop an understanding of the wider organisation to help build relationships and linkages between colleagues and external providers (where applicable) to ensure a seamless service is provided

Planning

- Work hand-in-hand with clients to develop an individualised plan of action, proactively initiates coaching conversations and drives shared responsibility for the achievement of desired outcomes

Promoting self-service

- Encourage the use of self-services for clients to improve their ability to access our services

Influencing

- Work with clients to influence them to take up training, work readiness and employment opportunities where appropriate, to help each client to maximise their potential

Referral to specialist services

- Connect clients to internal and external providers of specialist services using MSD's formal referral process to help clients with specific needs achieve their potential outcomes

Proactive Transitional Support

- Proactively provide clients who have recently stopped receiving financial assistance from MSD with continued advice and access to MSD's resources to support sustained independence

Review of decision

- Attempt to resolve any issues when they are first raised and engages others as needed to assist the client, to provide clients with fast resolution wherever possible
- Where required, manage Reviews of Decision, Benefit Review Committee hearings and Requests for Information to uphold MSD's policy and legislative requirements

Maintain up-to-date records and client privacy

- Maintain complete, concise and up-to-date client record information to inform effective decision making that supports the client and ensures a consistent client experience across MSD's delivery channels.
- Ensure client information is stored securely and only disclosed to those with appropriate authority, to protect client privacy at all times.

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

Know-how

- A high level of technical and professional skills/knowledge in job-related areas.
- Develop and maintain knowledge by keeping abreast of current developments and trends.
- Detailed knowledge, understanding and experience in:
 - identifying, processing and maintaining benefits, including New Zealand Superannuation

- providing a comprehensive range of Service Delivery products and services.
- local labour market, opportunities, demands and issues.
- resources available from government agencies, providers and the community.
- Sound knowledge of relevant legislation/regulations/policies and how it applies
- Excellent verbal communication style and active listening skills
- Ability to adapt communication style to a range of situations
- Able to demonstrate an ability to provide good customer service
- Excellence in customer service and people relationship skills
- Takes accountability for quality and accuracy
- A good level of computer literacy and key board skills
- A good level of numeracy and literacy skills
- Able to analyse information and solve problems
- Effective interpersonal and team skills
- Proficient in using IT and Business applications
- Strong self-management skills
- A high standard of personal presentation
- Ability to adapt to a busy and changing environment

Attributes

Leadership Behaviours

Honōnga: Connecting to the why

To connect physically, socially and spiritually, we connect everything we do to why we're doing it and the picture of the future – to help people understand where we're going and why.

Manāakitanga: Looking after each other

Support, honest, trust, inclusion, kindness, generosity - the process of showing respect and care for others. Care for a person's mana (well-being, in a holistic sense). Building and nurturing a supportive and caring environment.

Whakawhanāungatanga: Building relationships

The process of getting to know one other, establishing relationships and relating well to others. Creating a relationship through shared experiences and working together to provide a sense of belonging. The ability to recognise strengths within a team and as individuals, working collaboratively and collectively.

Kotāhitanga: Working as one

Unity, togetherness, solidarity, collective action. A collaborative response towards a commonly held vision, goal or other such purpose or outcome.

Whakanui: Celebration

To celebrate, honour by unity, togetherness, solidarity, collective action.

Additional Requirements

- Recognises and understands the Ministry's obligations under the principles o Te Titiri o Waitangi, when considering the circumstances and issues facing Maori and others in the communities the Ministry works with
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

- Willing to travel to fulfil job requirements
- Holds current drivers licence and is prepared to drive the Ministry's vehicles if required

Key Relationships

Internal

- Manager Client Service Delivery
- Work brokers
- Support staff
- Other Service Delivery staff

External

- Members of the public/clients
- Stakeholders
- Community groups
- Health services
- Local MPs and other government agencies

Other

Delegations

- Financial – No
- Human Resources – No

Direct reports – No

Security clearance – No

Children's worker – No

Limited adhoc travel may be required

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OFFICIAL INFORMATION ACT