**Position:** Manager Claimant Support and Assessment

**Children’s Worker** No

**Location:** National Office, Wellington or Hamilton/Auckland

**Business Unit:** Historic Claims

**Group:** Corporate Solutions

**Reporting to:** General Manager, Historic Claims

**Issue Date:** October 2018

**Delegated Authority:** Human Resources and Financial

**Staff Responsibility:** Yes

**Our Role**

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 160 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

**Our Purpose**

We help New Zealanders to be safe, strong and independent.

Manaaki Tangata, Manaaki Whānau.

**Our Principles**

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients.

**Position Description Approved By:**

Deputy Chief Executive, Corporate Solutions

**Group**

The Corporate Solutions group consists of functions in the areas of human resources, finance, information technology, property and facilities, health, safety and security, legal advice, information security, privacy, risk management and assurance. The group also accredits social service providers and resolves historical claims.

The group provide advice and services to MSD, Oranga Tamariki and the Social Investment Agency.

**Business Unit**

The team works with claimants through an alternative dispute resolution process to help them understand their past experience in care. We acknowledge and recognise harm done, and take steps to put this right. We also provide Oranga Tamariki and other care providers with information about what has occurred in the past to help ensure claimants’ experiences do not happen to others. A key focus of the team is continual improvement based on feedback from all parts of the system to ensure we deliver the best possible outcomes for claimants, and that they encounter mana manaaki (a positive experience every time) whenever they come into contact with us.

**Purpose of the Position:**

The Manager Claimant Support and Assessment leads the teams responsible for supporting claimants through the Historic Claims process and for assessing claims. The position may also oversee technical advisors providing advice on child protection issues to the wider Historic Claims Team.

The Manager is accountable for ensuring the claims assessment process delivers a high quality, sensitive and efficient experience for claimants. This involves:

* ensuring work processes are agile and resources are suitably deployed to deliver a positive experience for claimants; and
* exploring new and better ways to respond to claimants needs while managing risk to the Ministry.

The Manager will work as part of an effective leadership team transforming the way the Ministry responds to claims, delivering lasting and meaningful impact for claimants.

The team will lead a change in thinking, culture and process in an environment of continuous improvement.

**Working Relationships**

**Internal:**

* Historic Claims Team Management and Staff
* MSD Legal Services
* Chief Executive’s Office
* Offices of the Deputy Chief Executives
* Other MSD employees

**External:**

* Claimants
* Other government agencies
* Non-government organisations
* Members of the public
* Lawyers and advocates

**Key Accountabilities**

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| **Key Result Area** | **Accountabilities** |
| **Claimant Engagement** | Responsible for oversight of claimant centric relationship management that leads to greater understanding of their needs  Build, maintain and manage effective relationships within Historic Claims to enable consistent high quality claimant led engagement  Lead the development and implementation of innovative engagement and support strategies that meet the needs of claimants throughout the claims process. |
| **Assessments** | Ensure Claims assessment process is of high quality and producing timely assessments  Monitor the overall performance of the assessment process, continuously gathering feedback and identifying and implementing enhancements to achieve better outcomes for claimants   * Provide assurance that claims policy and processes are adhered too * Identify, manage, mitigate and escalate risks in accordance with the Ministry’s policies and framework   Ensure that all reporting, audit and quality standards are met and maintained   * Ensure all relevant information is available to decisions makers to support the resolution of claims. |

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| **Leadership** | * Work with the Historic Claims management team and other senior managers and contribute fully to the development of long range strategies and plans for Historic Claims * Participate and work collaboratively as a member of the Historic Claims management team * Lead the development of plans and activities that develop a high performance culture, and an engaged workforce focussed on continuous improvement and achieving better outcomes for claimants * Champion the Ministry and its values, demonstrate leadership across the Ministry, and build strong internal and external relationships. |
| **People Management** | * Lead a highly effective team of professionals who have the skills and expertise to deliver a Historic Claims service that is mana manaaki * Design and implement a people capability strategy for the team, including forecasting future capability trends and demands * Work with team leaders to build appropriate training and development tools for the team * Maintain oversight of the health and wellbeing of team members and ensure that ministry supports and programmes are utilised appropriately * Lead the development of performance goals and measures aligned with group objectives and individual development needs. |
| **Achieve efficient and effective resolution of historic claims** | * Develop and implement plans that support the Claimant Support and Assessment team to resolve claims in a manner that is mana manaaki * Identify opportunities and lead the development of solutions, partnering with others to deliver a better service for claimants * Work with the Historic Claims management team to implement, lead and facilitate a whole MSD approach to Historic Claims ensuring coordination and integration across all business groups and relevant external stakeholders * Ensure a focus on claimants’ need whilst balancing this with strategy, best practice, and ensuring that the Ministry is complying with legislative and policy requirements * Work with the Historic Claims management team to develop standardised frameworks and processes that are fit for purpose, efficient and effective * Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants. |

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| **Building Māori capability and responsiveness** | * Ensure a culturally responsive service is provided to claimants and their whānau, hapu and iwi * Work in partnership with iwi, hapu and whānau as appropriate * Ensure Clamant Support and Assessment staff have an understanding of tikanga Māori and te reo Māori * Work with Historic Claims management team to develop the Māori capability and responsiveness for the whole group * Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Maori within the decision making process. |
| **Litigation and Trial Support** | * Act as a point of contact with Legal for filed claims and provide instructions on behalf of the Historic Claims team in respect of operational decisions for individual claims * Ensure the General Manager is keep abreast of all legal issues and that significant and strategic legal issues are escalated to the General Manager for decision. |
| **Budget Management** | * Use delegated financial authority appropriately * Manage the financial resources of the team in accordance with best practice finance processes and guidelines * Monitor and review team expenditure in response to monthly reports * Ensure that all team expenditure supports the objectives of the team and the Ministry’s historic claims responsibilities * Adhere to all internal controls and report on critical budget variances. |
| **Health, Safety and Security** | * Understand and implement your manager accountabilities * Ensure health, safety and security policies and procedures are understood, followed, implemented by all employees. |

#### Technical/Professional Knowledge and Experience

* Extensive experience leading and managing a multi team workforce with a focus on delivery of services to people particularly vulnerable people who have experienced trauma
* An established record of providing sound operational advice at a senior level
* Experience building and leading teams in complex and demanding environment
* Proven experience in creating and sustaining a safe working environment for teams working with sensitive and potentially uncomfortable information
* Understanding of organisational strategies and leading people through change
* Experience in management of budgets, work planning and reporting
* Demonstrated evidence of a commitment to the Treaty of Waitangi and the development of a service that culturally responsive and incorporates tikanga Māori
* An understanding of the public service environment and government processes in particular claims and complaints processes
* Experience in managing or working with large, complex and diverse stakeholder groups.

**Attributes/Success Factors**

* Well-developed analytical and conceptual thinking
* Ability to effectively lead, motivate, develop and coach others towards the achievement of goals
* Ability to deal with multi-complex issues
* Highly effective communication skills
* Business acumen
* Strong client focus
* Agile
* Exercises sound judgement and political sensitivity
* Learning agility
* Empathy & emotional intelligence
* Ability to influence without authority, and build credibility quickly
* Expert planner and organiser
* A demonstrated achievement orientation - showing resourcefulness,   
  self-sufficiency, persistence and adaptability.

**Other Requirements**

* Willing to travel to fulfil job requirements.