**Position:** Team Leader Claimant Support

**Children’s Worker** No

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

**Business Unit:** Historic Claims

**Group:** Corporate Solutions

**Reporting to:** Manager Claimant Support and Claims Assessment

**Issue Date:** October 2018

**Delegated Authority:** Human Resources

**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 Team Leader Claimant Support manages a team of claimant support specialists who are the public face of the Historic Claims Team supporting claimants through the Claims process. The claimant support team are the primary point of contact for claimants, supporting them to understand their experience in care. The team provide end to end support from initial point of contact through the assessment process to closure of the claim.

The Team Leader leads a high performing team and is responsible for work allocation, team wellbeing and service quality. As part of a wider operational management group the team leader will work collaboratively across geographical and functional areas to continually improve the process to ensure it is a streamlined and achieves the best possible outcomes for claimants.

**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** |
| **People Management** | * Lead an effective team of professionals who have the skills and expertise to support delivery of a service that is mana manaaki
* Provide opportunities for professional development through mentoring and coaching
* Encourage team members of all levels to strive to develop their skills and knowledge
* Undertake effective team and individual performance planning and assessment
* Monitor team’s wellbeing, provide on-going support and escalating where required
* Ensure staff are managed in accordance with the Ministry’s policies and employment contracts
* Monitor, review and improve team expertise and capability, and forecasting future capability trends and needs
* Utilise and adhere to best practice HR processes and guidelines and the formation of effective working relationships with HR.
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| **Claimant Engagement and Management**  | Oversee and monitor claimant relationships ensuring high quality engagement and an approach that leads to claimants having a greater understanding of their needsDevelop and maintain effective working relationships within Historic Claims to enable consistent high quality claimant led engagementSupport the development and implementation of client engagement strategies that meet the needs of claimants throughout the claims process* Oversee allocation and management of work across the team
* Ensure safe and secure storage of files and archives relevant to the work of the team
* Ensure information is released according to Ministry policies
* Ensure records are maintained in accordance with Ministry policies
* 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* Establish and maintain effective relationships with key partners that support the resolution of claims

Champion the Ministry and its values, demonstrate leadership across the Ministry, and build strong internal and external relationships. |
| **Leadership** | * Participate and work collaboratively as a member of the Claimant Support and Claims Assessment management team
* Support a high performance culture across the Claimant support and engagement team
* Uphold a culture of continuous improvement and encourage the identification of on-going improvements to processes and practices to achieve better outcomes for claimants.
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| **Achieve efficient and effective resolution of historic claims** | * Support the Manager to develop and implement plans that support the Claimant Support team to support resolution of claims in a manner that is mana manaaki
* Lead the claimant support team who are the first point of contact for claimants, ensuring claimants receive regular updates and appropriate levels of engagement throughout the claims process
* Identify opportunities to partner with others to deliver a better service for claimants
* Work with the Claimant Support and Assessment management team and other managers and team leaders to facilitate a whole MSD approach to Historic Claims ensuring coordination and integration across all business groups and relevant external stakeholders
* Promote a focus on claimants’ need whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements
* Work with the Claimant Support and Assessment management team to develop standardised frameworks and processes that are fit for purpose, efficient and effective
* Work collaboratively and effectively with other Historic Claims team members to provide a seamless service across the Historic Claims team, with a focus on continuous feedback and improvement
* 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 Claimant support staff have an understanding of tikanga Māori and te reo Māori
* Support the development of the Māori capability and responsiveness across the team
* Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Maori within the decision making process.
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| **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.
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#### Technical/Professional Knowledge and Experience

* A relevant tertiary qualification, for example Psychology, Social Work or Counselling, is desirable
* Experience in leading a team with a focus on providing support/help to the public ideally working with sensitive and potentially uncomfortable information
* Experience in providing support and pastoral care to staff
* Significant experience working with individuals affected by multiple issues including domestic violence and child abuse
* Knowledge and understanding of the needs of people who were harmed as a result of abuse or neglect while in care, custody or guardianship
* An established record of operating and influencing and providing advice as the leader of a team
* Understanding of leading and motivating people through change
* Demonstrated evidence of a commitment to the Treaty of Waitangi and the development of a service that culturally responsive and incorporates tikanga Māori.

**Attributes/Success Factors**

* Demonstrates empathy & emotional intelligence
* Exercises sound judgement and political sensitivity
* Highly effective communication skills
* Strong client focus
* Ability to deal with multi-complex issues
* Well-developed analytical and conceptual thinking
* Strong partnership builder
* A demonstrated achievement orientation
* Ability to influence without authority, and build credibility quickly
* Ability to effectively lead, motivate, develop and coach others towards the achievement of goals
* Agile
* Collaborative
* Able to build and maintain constructive relationships
* A demonstrated achievement orientation
* Well-developed learning agility.

**Other Requirements**

Willing to travel to fulfil job requirements (at times this may be significant).