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| Central Processing Officer  Client Service Support | | | | | |
| 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 | |
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| ****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 āianei, 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 | | |
| ****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

Delivering an end to end service that incorporates the assessment, processing and review of client information, to provide essential financial assistance and support for clients and their families, including any necessary engagement with clients and stakeholders.

To deliver quality service to our clients so that they have a positive experience every time they engage with MSD.

Location

Various

Reports to

Service Manager Centralised Services

## Key responsibilities

Client needs assessment

* Assess clients’ applications, income assessments and other workstream transactions and process into business systems, to determine eligibility and the appropriate support and entitlement
* Analyse and complete financial determination calculations related to business accounts and business income to assess clients’ entitlement to financial assistance
* Interpret and analyse financial documentation against relevant legislation and policy to complete annual/retrospective reviews of client entitlements
* Review clients’ circumstances to determine the appropriate financial assistance where there is an immediate and essential need
* Review and process client information in business systems and modify payment rates and/or establish overpayments/arrears, so that clients receive the appropriate entitlement
* Review and update client changes in circumstances to ensure accurate client records and/or eligibility to financial assistance.

Childcare assessment

* Assess clients' eligibility to childcare assistance so that clients can maintain their independence and their children have access to early childhood education and/or approved OSCAR programmes
* Administer all aspects of the childcare provider registration process and childcare centre changes in circumstances, to allow subsidy payments to be made to providers on behalf of clients.

Vulnerable youth assessment

* Administer sanctions and incentives to ensure youth obligations to MSD are met
* Work with external stakeholders to provide financial support for vulnerable youth transitioning from care to independence.

Knowledge

* Maintain up to date knowledge of MSD’s strategic direction and specialist knowledge of relevant policy and practice, legislation, MSD products and services and wider social services. This ensures support and assistance is provided to clients, their families and other stakeholders.
* Utilise knowledge and experience to contribute to the review of decision process, including committees and hearings and requests for information.

Communication and engagement

* Actively engage with clients to understand and have a comprehensive view of their particular circumstances, to assist and support clients and their families
* Provide information and advice to clients and/or their representatives so they understand what support and financial assistance is available to them and how to access it
* Engage with clients and/or stakeholders to review or request information and determine the appropriate support and entitlement
* Engage with clients and/or their representatives to explain the rationale for a decision and afford them the opportunity to provide any further information to be considered
* Refer clients to internal and external providers of specialist services to help clients with specific needs to that quality outcomes can be achieved
* Respond to requests for information or assistance from government agencies or providers so that the appropriate action can be undertaken.

Advisory support

* Provide specialist information and advice on entitlements, policy and practice to internal and external stakeholders so that accurate information can be provided to clients and the appropriate action taken
* Provide technical advice and assistance to staff relating to the entitlements process and/or decision/outcome.

Relationship management

* Develop and maintain collaborative relationships with internal and external stakeholders, to ensure the effective sharing and flow of information and provide a seamless service.

Information management and client privacy

* Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client and ensures a consistent client experience across delivery channels
* Ensure client information is stored securely and only disclosed to those with appropriate authority to protect client privacy and confidentiality.

## 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

* Strong breadth of knowledge and experience across a wide range of work streams including Work and Income, childcare, youth services
* In-depth knowledge of relevant MSD products and services and detailed knowledge of the resources available from government agencies, providers and the community
* Financial and legal literacy – a demonstrated ability to assess and interpret legal documents and financial records to determine entitlement to financial assistance

## Attributes

* Exercises sound judgement and discretion – able to assess individual situations or circumstances, to evaluate information and evidence and required to regularly apply discretion to make quality judgements and decisions
* Resilient and able to stay calm under pressure
* Sound knowledge of relevant legislation, regulations, policy and how they apply
* Proficient in using IT and business applications and systems
* Interpersonal skills – ability to relate to people with diverse backgrounds and at all levels, demonstrate active listening skills, empathy and the ability to manage difficult conversations confidently
* Relationship management skills – able to develop and maintain effective working relationships with internal and external stakeholders
* Excellent written and oral communication skills – able to communicate clearly and concisely across multiple channels, adapting communication style to the needs of the audience
* Numeracy at NCEA level 2 or equivalent
* Utilises effective problem-solving techniques
* Attention to detail – accurately complete processes and tasks, able to identify errors or omissions, keeps track of changes
* Time management – ability to prioritise work, often within tight timeframes and under pressure
* Flexible, adaptable and pragmatic – ability to adapt to a busy and changing environment and take the initiative
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

## Key Relationships

Internal

* Managers and staff across MSD

External

* Clients and/or their representatives
* Accountants and solicitors
* Businesses, creditors, employers, suppliers
* Childcare/OSCAR/providers
* Community groups
* Education/training providers
* Hospitals, district health boards, health professionals
* Non-government organisations (NGO’s)
* Other government agencies

## Other

Delegations

* Financial – No
* Human Resources – No

Direct reports – No

Security clearance – No

Children’s worker – No

**Position Description Updated:** March 2020