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| Case Manager HousingClient Service Delivery |  |
| Our purpose **Manaaki tangata, Manaaki whānau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs a **Te Tiriti o Waitangi** partner to we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations. |
| The outcomes we want to achieve

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| 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 |

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| We carry out a broad range of responsibilities and functions including

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| * 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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| ****Our strategic direction****

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| **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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| ****He Whakataukī\*****

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| Unuhia te rito o te harakekeKei 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 flaxbushWhere 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* |

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| Position detail |
| **Overview of position**The role of the Case Manager (Housing) is to support people who are looking for help to secure affordable and stable housing which can lead to outcomes in a number of other areas such as employment and health. |
| **Location** |
| Service Centres |
| **Reports to** |
| Service Centre Manager |
| 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

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| **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

**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

**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.
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| Embedding Te Ao Māori  |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.
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| 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.
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| 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.
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| Know-how* A high level of technical and professional skills/knowledge in housing-related areas.
* Develop and maintain knowledge by keeping abreast of current developments and trends.
* Detailed knowledge, understanding and experience in:
	+ identifying, assessing and processing housing assessments
	+ 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
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| 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**](http://doogle.ssi.govt.nz/working-here/learning-development/leadership-support/manaakitanga.html)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**](http://doogle.ssi.govt.nz/working-here/learning-development/leadership-support/whakawhanaungatanga.html)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**](http://doogle.ssi.govt.nz/working-here/learning-development/leadership-support/kotahitanga.html)Unity, togetherness, solidarity, collective action. A collaborative response towards a commonly held vision, goal or other such purpose or outcome.[**Whakanui: Celebration**](http://doogle.ssi.govt.nz/working-here/learning-development/leadership-support/whakanui.html)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
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| Key Relationships  |
| **Internal*** Service Centre Manager
* Support staff
* Other Service Delivery staff
* Centralised Unit Housing
* Other MSD staff
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| **External*** Members of the public/clients
* Government agencies
* NGOs
* Other relevant housing stakeholders eg. real estate agents, councils etc.
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| Other  |
| **Delegations** |
| * Financial – None
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| * Human Resources – No
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| * People – None
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| **Direct reports** –No |
| **Security clearance** –No |
| **Children’s worker** –No |
| Limited adhoc travel may be required. |
| May require after-hours work |
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