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| Case Manager Housing Client Service Delivery |  |
| Our purpose **Manaaki tangata, Manaaki whānau**  We help New Zealanders to be safe, strong and independent | |
| Our commitment to Māori As 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  |  |  |  | | --- | --- | --- | | 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 | | |
| ****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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| ****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* | | | |

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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 |
| **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. |
| 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. |
| 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  * 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 |
| 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 |
| Key Relationships |
| **Internal**   * Service Centre Manager * Support staff * Other Service Delivery staff * Centralised Unit Housing * Other MSD staff |
| **External**   * Members of the public/clients * Government agencies * NGOs * Other relevant housing stakeholders eg. real estate agents, councils etc. |
| Other |
| **Delegations** |
| * Financial – None |
| * Human Resources – No |
| * People – None |
| **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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