# Ministry of Social Development logo

# Legal Executive

# MSD Legal

## 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 we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## 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

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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 |

## 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\***

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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

## Position detail

### Overview of position

The Legal Executive will be responsible for the delivery of Quality Legal Services to management and staff within the Ministry.

### Location

National Office / Regions as applicable

### Reports to

Team Manager MSD Legal

## Key responsibilities

### Quality Legal Services

• Provide quality legal services to Ministry staff within allocated areas, pools or teams, including processing of Residential Care Loans on behalf of the Ministry of Health

• Develop a sound overview of the Ministry, relevant law and legal issues facing the Ministry in relation to residential care services (including means assessment), delivering services and advice that anticipate client needs

• Develop professional expertise in processing Residential Care Loans (grant, deferral and recovery) within MSD Legal’s scope

• Assist Managers and Principal Lawyers in the management of legal issues, compliance and risk related to residential care services and loans

• Assist with assessing the need for training and education with clients/legal staff and contribute to the development/delivery of tailored training to clients/legal staff where necessary and as requested

• Contribute suggestions for the initiation or amendment of the Ministry’s policies and legislation

• Assist in promoting the services available from MSD Legal

• Assist Manager / Principal Lawyer as required

• Maintain a high standard of personal integrity in all matters and ensure Ministry processes and protocols are followed.

### Influence

• Exhibits flexibility while influencing others to achieve goals and solve problems

• Adapts influencing style according to the situation

• Convinces people to accept ideas and strategies

• Gains agreement from people to improve performance or try new ways to do things

• Motivates and works with others to ensure consistency with the organisational vision, values and systems in achieving goals

• Influences others to modify work activities, processes, or procedures to be consistent with the organisational vision, values, and systems.

### Analysis

• Uses appropriate questioning approach (interactive or written)- asks appropriate questions

• Identifies possible cause-effect information

• Seeks information that identifies underlying problems or opportunities

• Relates information from different sources to draw logical conclusions

• Recognises trends or associations of data

• Recognises the need to obtain more or better information.

### Problem Solving

• Generates alternate solutions to problems or situations and identifies associated risks

• Checks to see if the action proposed will satisfy the need (problem or opportunity)

• Considers the long and short-term impact involved with various courses of action and decisions

• Chooses solutions with the best benefit-to-cost ratios

• Raises decisions to higher levels, with clear recommendations

• Takes overall organisation views into consideration when making decisions

• Keeps the appropriate people involved and informed while developing and deciding on alternatives

• Checks assumptions against facts when making decisions.

### Planning and Organising

• Establishes approach and priorities systematically

• Defines the parameters to which work must be completed

• Identifies and plans for resources needed

• Identifies risks and opportunities and develops contingency strategies

• Takes responsibility for project outputs and accountabilities; delivers the project results; Identifies and balances process and task considerations; applies cross-functional thinking

• Develops and implements appropriate monitoring processes to track progress against project and work plans

• Establishes systems to monitor performance for specific areas of responsibility

• Maintains records of meetings and discussions

• Meets with direct reports regularly to discuss assigned tasks, check on progress and problems

• Reviews regular activity reports to keep track of work progress

• Examines work outputs to ensure processes are correct.

### Communication

• Establishes the value or benefit of the communication for its particular audience, based on assessed characteristics, motivations and needs

• Presents ideas in a logical sequence

• Provides transitions from one point to another, summarises main points

• Use analogies, language and examples familiar to the recipient to clarify points and concepts and maintain interest

• Provides a strong conclusion or recommendation that falls directly out of the body of the communication

• Breaks down explanations of complex processes, procedures, and situations into manageable pieces of information

• Uses audio-visual equipment, brochures, and handouts to enhance and clarify the verbal message

• Provides an opportunity for questions, feedback and discussion.

### Stakeholder Engagement

• Establishes and maintains effective relationships with their clients (internal and external)

• Anticipates clients’ needs and responds quickly, accurately, and pleasantly

• Clarifies the exact nature of clients’ problems or requests

• Monitors client satisfaction

• Honours commitments

• Keeps clients informed on progress and renegotiates deadlines if necessary.

### Professional Standards

• Demonstrates independence, objectivity – puts forward the body of professional standards knowledge, as appropriate

• Models and applies the professional standards

• Seeks professional guidance when there are conflict situations

• Monitors, measures and continually improves own performance.

### Teamwork

• Participates proactively in the development of team / pool goals and plans

• Cooperates with team / pool members to resolve problems and achieve goals

• Acknowledges others’ skills, experience, knowledge, creativity, and contributions

• Encourages trust among team / pool members through open and honest sharing of information

• Shows consideration for team / pool members

• Participates in defining individual and shared responsibilities

• Supports team / pool members by encouraging participation and listening to other’s ideas

• Contributes to agreement on goals and problem resolution, and on methods to accomplish both.

### Organisational Awareness

• Is professional in attitudes, image and performance

• Works collaboratively across the Ministry

• Affirms the Ministry’s people, products and services

• Uses Ministry vision, values, and organisational policies changes in order to anticipate needs for action in the Ministry

• Interacts with people and maintains networks inside the Ministry

• Identifies potential Ministry problems and opportunities

• Has a keen sense of changing organisational directions

• Understands and uses the Ministry’s structure, operations, decision-making channels, planning processes, and financial budgeting control systems

• Keeps informed of business, industry issues, changes and opportunities

• Has a keen sense of changing external climate in order to anticipate needs for action in the Ministry.

## 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

• Be a qualified Legal Executive, studying towards this or have legal experience

• Have a sound knowledge of welfare law and other laws relevant to MSD

• Have an understanding of the policy and practice issues relevant to MSD

• Competent level of computer and keyboard skills, including proficiency in Microsoft products (Word, Excel, Outlook, Powerpoint, Project, Visio).

## Attributes

* Effective written and verbal communication skills
* Good relationship management skills - able to develop effective relationships at all levels
* Strong ability to work in a team / pool environment – able to work to support individual and team / pool objectives/goals
* Adaptability and initiative – able to undertake varied tasks and cope with ongoing change
* Sound problem solving skills – ability to apply effective solutions to new problems and ‘think outside the square’
* Excellent organisational skills - able to prioritise, schedule work to meet deadlines and maintain the quality of services delivered
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Show initiative and good judgment – be able to work independently and without supervision.

## Key relationships

### Internal

* Chief Legal Advisor
* Team Manager, Principal Lawyers and Legal Operations team
* Other MSD Legal staff
* MSD Managers and staff.

### External

* Disputes Tribunal
* Social Security Appeal Authority
* Ministry of Health
* Legal Practitioners
* Law Society.

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited adhoc travel may be required

**Position Description Updated:** October 2020