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| StudyLink Officer Client Service Support  |
| Our purpose **Manaaki tangata, Manaaki whanau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs 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. |
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| 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
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| ****He Whakataukī\***** |
| 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

Assess, review and process information and provide a comprehensive service for students and their families to ensure that they receive the appropriate support and financial assistance.

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

Location

Palmerston North

Reports to

Team Leader, StudyLink

## Key responsibilities

Client needs assessment

* Interpret and analyse a wide range of financial documentation against relevant legislation and policy to calculate and complete income assessments for students and their families (personal/partner/parental), and determine eligibility and entitlement for financial assistance
* Assess and process student applications and support the transition between beneficiary assistance and studying
* Review information from students and their families and modify payment rates and/or establish overpayments/arrears so that they receive the appropriate entitlement and support
* Review and update student and their family changes in circumstances to ensure accurate client records.

Communication and engagement

* Actively engage with students and their families to gain an understanding and a comprehensive view of the students circumstances, to determine the appropriate support and financial assistance
* Engage with education providers to confirm students programme of study and any exceptional circumstances, so that entitlement to specialist applications and actions can be determined
* Provide information and advice to students and their families, so they understand what support and financial assistance is available to them and how to access it • Engage with students and/or stakeholders to review or request information to progress an application and make a decision on entitlement
* Engage with students and/or stakeholders to explain the rationale for a decision and afford them the opportunity to provide any further information that needs to be considered
* Liaise with the appropriate stakeholders to assist students transitioning from beneficiary assistance to study, so that they can be supported throughout the process and able to make informed decisions
* Refer students and their families to internal and external providers when specific needs are identified to ensure the appropriate support is provided.

Knowledge

* Maintain up to date knowledge of MSD’s strategic direction and specialist knowledge of relevant StudyLink policy and practice, relevant legislation, MSD products and services and wider social services. This ensures support and assistance is provided to students, their families and other stakeholders.

Advisory support

* Provide specialist information and advice on StudyLink products and services, policy and practice to internal and external stakeholders, so that accurate information can be provided to clients and the appropriate action taken
* Deliver technical advice and assistance to education providers to resolve any system issues and provide an understanding of StudyLink processes.

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 record information in business systems to inform effective decision making that supports the student and ensures a consistent client experience across delivery channels
* Ensure students and their families 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

* In-depth knowledge of education providers and StudyLink products and services and knowledge of relevant MSD products and services
* Detailed knowledge of the resources available from government agencies, providers and the community
* Sound knowledge of relevant legislation, regulations, policy and how they apply
* Financial literacy – a demonstrated ability to assess and interpret financial documents to determine eligibility to financial assistance and complete income assessments

## 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
* 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
* Proficient in using IT and business applications and systems • 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
* Resilient and able to stay calm under pressure
* Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve team goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

## Key Relationships

Internal

* Contact Centre Services staff and managers
* Manager, StudyLink
* Regional Services case managers and managers
* Other MSD business units

External

* Students and their families and/or their representatives
* Accountants Childcare providers
* Education providers
* Health practitioners
* Members of the public Oranga Tamariki – Ministry of Children Social Services e.g. YOSS, whanau, Lifetime Ltd, counsellors, Rainbow Youth Inc.
* Other government agencies e.g. Corrections, Inland Revenue

## Other

Delegations

* Financial – No
* Human Resources – No

Direct reports – No

Security clearance – No

Children’s worker – No

**Position Description Updated:** December 2021