

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.

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

Te Pae Tawhiti – Our Future



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

The Health and Disability Coordinator establishes and maintains working relationships across key stakeholders who engage with clients with health conditions, injury or disabilities in order to support mutual clients towards outcomes. This involves ensuring an understanding of and access to MSD's products, services, entitlements and initiatives among stakeholders. The role requires an understanding of stakeholders in order to enhance MSD strategy, initiatives and processes and ensure that clients with health conditions, injury or disabilities are supported towards optimal health, independence and/or employment.

Location

Various

Reports to

Manager Regional Services

Key responsibilities

Relationship management

- Builds and maintains effective relationships with key stakeholders, including health practitioners, disability service providers and community groups and agencies, engaging via range of communication channels including presentations, conferences and onsite visits
- Acts as a point of contact to MSD for stakeholders, liaising with them to advise and respond to queries, and facilitate an integrated approach to client support
- Gathers information on trends and issues in the health and disability sector
- Works with providers to understand their business, practice and initiatives, working collaboratively with other Service Delivery employees to contribute to the development of proactive strategies and responses that meet the needs of providers
- Relay information to Service Delivery employees from providers and other key stakeholders on specific regional or national projects and initiatives which relate to gaining optimal health, independence and/or employment
- Proactively identifies and approaches health practitioners and disability service providers to establish new relationships
- Contributes to internal training material to educate and update Service Delivery employees on the health and disability sector
- Actively maintain networks between external stakeholders and Service Delivery employees to improve access and information sharing.

Coordinating MSD products, services and processes

- Educates key stakeholders about MSD products, services, processes and tools, as well as obligations and entitlements, removing barriers to access and ensuring a positive experience with MSD
- Educates providers on utilising MSD e-business services and supporting clients to optimise use, in order to empower providers and, in particular clients, to self-manage

- Liaises with community groups and agencies to understand their needs, directing them to and enabling them to access the appropriate supports
- Actively promotes the value of MSD products and services, as well as the importance of employment, to external stakeholders in order to encourage uptake
- Delivers key messages to external stakeholders, including updates and changes to MSD products, services or processes
- Contributes to and facilitates training sessions and presentation for providers and practitioners
- Participates in and contributes to activities and projects within the region as appropriate.

Issues resolution

- Responds to provider issues as they arise, providing advice and problem solving with stakeholders to ensure all issues are resolved
- Escalates issues and any potential risks where appropriate to the regional team
- Identifies and implements enhancements to communication practices, both internally between teams, as well as between MSD and stakeholders
- Receives feedback from health and disability providers, escalating where appropriate, and relays feedback and learnings locally, regionally and nationally for the purposes of continuous improvement and training.

Planning, Monitoring and Reporting

- Actively contributes to the regional planning activity, including planning stakeholder engagement and planning the roll out and implementation of new MSD services, programmes and processes
- Provides or assists in the development of reports as required
- Monitors, tracks and records engagements with stakeholders to facilitate planning, ensure an accurate understanding of the relationship, and update relevant MSD employees on activity
- Maintains key contact knowledge database, ensuring this is kept up to date
- Provides feedback on how the Service Delivery is performing in specific areas as identified by national/regional offices.

Embedding Te Ao Māori

- Embeds Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD
- Builds more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

Health, Safety and Security

- Understands and implements Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework
- Understands, follows and implements all Health, Safety and Security and wellbeing policies and procedures.

Emergency Management and Business Continuity

- Remains familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team
- Participates in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

Know-how

- Previous coordination experience in relevant sectors
- Comprehensive understanding of all MSD products and services, practices and processes, values and priorities
- Knowledge of current developments and trends in the Health and Disability sector and government practices, processes and priorities.
- A good understanding of the health system, clinical issues and how medical practices operate.

Attributes

- Highly effective communication skills, including written and public speaking
- Influencing and facilitation skills
- Strong partnership and network builder
- Flexible, adaptable and pragmatic
- Problem solving skills
- Cultural awareness
- Interpersonal skills – the ability to engage with people of all levels, demonstrate active listening skills, empathy and manage difficult conversations
- Resilient and able to stay calm under pressure
- Sound judgment and discretion – the ability to identify risk and issues, evaluate information and evidence and apply discretion to make sound decision
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
- Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals.

Key Relationships

Internal

- Case Managers
- Work Brokers
- Contracts Team
- Regional Team
- Learning & Continuous Improvement Group

- Employment Coordinators
- Programme Coordinators
- Service Centre Managers
- Regional Disability and Regional Health Advisors
- Principal Health and Principal Disability Advisors
- Other MSD Business Units

External

- Health and disability service providers, including General Practitioners, PHOs, and specialist service providers
- Other government agencies, including DHBs and Corrections
- Social and Support Workers
- Local government
- Contracted health and disability providers
- Community groups, NGOs and advocacy groups
- Supported employment providers and consultants
- Iwi and Marae
- MSD Clients and whānau

Other

Delegations

- Financial – No
- Human Resources – No

Direct reports – No

Security clearance – No

Children's worker – No

Willing to travel to fulfil job requirements.