# Ministry of Social Development logo

# Work Retention Specialist

# Here Toitü (Oranga Mahi)

## 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 Work Retention Specialist plays a critical role supporting people with health conditions and disabilities in their employment as part of the Here Toitū service. Here Toitū is a Dedicated Support Team service (which includes Kaimanaaki [Health Navigators], General Practice team, Kaitohutohu [Here Toitü MSD Advisors], and/or Work Retention Specialists) that supports people who are living with a health condition or disability to maintain their employment or find suitable work in line with their goals and aspirations. The Ministry of Social Development (MSD) is delivering this service in partnership with Primary Health Organisations (PHO) Pegasus Health in Canterbury, ProCare Network and National Hauora Coalition in Auckland, and THINK Hauora in Central regions.

As a member of the Here Toitū Dedicated Support Team, the Work Retention Specialist will provide in-work support and Human Resource advice to support participants/whānau who are in current employment. The role will identify their aspirations and overcome identified challenges to maintain their employment and improve their health and wellbeing. The Work Retention Specialist will work closely with Kaimanaaki and participants/whānau to develop comprehensive plans to help address their needs and will play a significant role in ensuring there is a work retention plan that supports participants/whānau to improve their health wellbeing overall.

The primary responsibilities of the Work Retention Specialist will be to provide in-work and post-placement support, and liaise with Work and Income Case Managers, Work Brokers and Employment Coordinators to manage sustainable employment. They will also help participants/whānau transition into the standard Here Toitū services where applicable. The Work Retention Specialist will also need to network with Employers and Community/Iwi partners across the region to lead the implementation of the community referral pathway for hard-to-reach populations in the region.

The Work Retention Specialist is an MSD role that will work primarily in the PHO offices in the relevant region. The role will be operationally supported by a central hub at the PHO, which coordinates broader community and social service support systems for whānau, provides training and programme design, and supports quality improvement activity within a rich data environment.

### Location

### Work and Income Service Centres/Regional Office, and PHO offices in Canterbury, Auckland and Central Region.

### Reports to

Manager Regional Services or Manager Client Service Delivery (MSD): HR

Here Toitū Programme Lead (the PHO): Day to day operations

## Key responsibilities

### Relationship Management

* Proactively build and maintain relationships with participants/whānau to develop a deeper understanding of their situation and provide effective ongoing support.
* Develop a deeper understanding of Work and Income and the PHO to help build relationships and linkages between colleagues and external providers (where applicable) to ensure a seamless service is provided to participants/whānau.
* Liaise with Kaimanaaki and General Practice teams to support participants/whānau commencing their wellbeing plan.
* Work closely with Kaitohutohu, Work Brokers, Employment Coordinators and Māori connectors (where applicable) to manage transition into new sustainable employment.
* Participate in (and facilitate when required) regular staff meetings and team building.
* Provide post placement support services for employers i.e. links to MSD employment products, catch ups and pastoral care services
* Connect employers to services that will assist with the needs of whānau
* Build and maintain relationships with Employers and Community/Iwi partners.

### Case Management

* Listen actively and empathetically to participants/whānau to understand their unique needs and assess which products and/or services would be the most appropriate for them
* Utilise a strengths-based approach to emphasize whānau self-determination
* Work hand-in-hand with participants/whānau to develop an individualised plan of action
* Collaborate with the Here Toitū Dedicated Support Team, Work and Income and the PHO to link participants/whānau to support services
* Advocate options and services to meet participant/whānau goals and needs.
* Provide Human Resource support to participants/whānau and their employers to support and retain their current employment or find other sustainable work
* Maintain up-to-date knowledge of local labour markets, contracted providers, and wider social services to ensure participants/whānau are offered all current and relevant supports and assistance
* Proactively initiate coaching conversations and drives shared responsibility for the achievement of desired outcomes
* Influence participants/whānau to take up training, work readiness and employment opportunities where appropriate, to help each participant/whānau to maximise their potential
* Provide clients who have recently stopped receiving financial assistance from MSD with continued advice and access to MSD’s resources to support sustained independence.

### Implementation of Community Referrals

* Work in conjunction with the PHO to develop and manage promotion of the service to local employers and community/iwi partners
* Develop processes, responsibilities and timeframes for implementation of the referral pathway
* Liaise with relevant community/iwi partners to inform processes

### Interaction and communication with participants/whānau

* Exercise cultural awareness and use an open, courteous, and empathetic manner in all interactions to build trust and rapport with participants and ensure they are listened to and understood.
* Show Manāakitanga: welcome and make participants/whānau feel at ease to facilitate open engagement and demonstrate Service Delivery’s desired client culture.

### Coordination

* Ensure effective time-management while managing multiple competing responsibilities and tasks
* Successfully coordinate appointments with participants/whānau and providers across the Central region.

### Performance Reporting

* Maintain complete, concise and up-to-date client record information to inform effective decision making that supports the participant/whānau and ensures a consistent client experience across MSD's delivery channels.
* Use assigned information systems to collect and report participant/whānau data
* Effectively monitor participant/whānau outcomes
* Regularly report back to MSD on participant/whānau progress in compliance with MSD standards for data security and privacy.

## 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

### Essential skills required

* Experience in Human Resource Management
* Excellent organisational and time-management skills
* Outstanding communication and interpersonal abilities
* Excellent verbal communication style and active listening skills
* Ability to adapt communication style to a range of situations
* Excellence in customer service and people relationship skills
* Accountability for quality and accuracy
* A good level of computer literacy and key board skills
* A good level of numeracy and literacy skills
* Ability to analyse information and solve problems
* Effective 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
* Thorough understanding of New Zealand cultural contexts and environments
* Ability to work both independently and in matrix organisational environments
* Genuine motivation to improve local community social and health outcomes
* Ability to think innovatively and provide solutions to problems or barriers
* Affinity to working with Māori staff, consumers and whānau
* Ability to relate to people from different backgrounds, in particular building rapport and strong professional relationships with Māori and Pacific Island populations
* Full New Zealand driver’s license

### Desirable skills

* Proven experience in case management of long-term conditions
* Ability to employ case management strategies
* Ability to effectively learn case management skills and techniques taught by THINK Hauora
* The ability to speak basic Te Reo

## Attributes

**The Work Retention Specialist will demonstrate behaviour that aligns to MSD’s values:**

**Manaaki: We care about the wellbeing and success of people**

Manaaki is our ‘centred’ value. We look after the dignity of others through the expression of manaaki; to lift and nurture the mana of others through simple acts of respect and aroha.

**Mahi tahi: We work together, making a difference for communities.**

Mahi tahi ‘unifying value’, is the overarching concept that represents the collective efforts of our people who are passionate and committed to helping New Zealanders be safe, strong and independent.

**Whānau: We are inclusive and build a sense of belonging and place.**

The work we do at MSD is shaped by the wisdom and lived experiences of whānau.

**Tika me te pono: We do the right thing with integrity**

Tika me te pono, is about doing right by New Zealanders in a way that is fair, just, genuine and sincere. Doing what is right with integrity is about leading by example through honesty and trustworthiness.

**Additional Requirements**

* Recognise and understand the Ministry’s obligations under the principles o Te Tiriti o Waitangi, when considering the circumstances and issues facing Maori and others in the communities the Ministry works with
* Welcome and value diversity and contributes to an inclusive working environment where differences are acknowledged and respected
* Is willing to travel to fulfil job requirements

## Key relationships

### Internal

* Kaitohutohu
* Work Brokers
* Employment Coordinators
* Māori Connectors/Connected Workforce
* Service Centre Manager
* Oranga Mahi Project Team

### External

* Members of the public/clients
* Kaimanaaki (Health Navigators)
* Participating PHOs
* Wider PHO Teams
* Community groups
* Health services

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance – No

### Children’s worker - No

Limited ad hoc travel may be required

**Position Description Updated:** October 2022