# Disability Support Services and Ministry of Social Development, Te Manatū Whakahiato Ora

# Kaitūhono/Connector Support

## 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 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 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 Kaitūhono/Connector Support is responsible for responding to people who contact Enabling Good Lives, ensuring the enquirer receives the most appropriate support in a timely manner. The Kaitūhono/Connector Support answers enquiries and escalates enquiries to Connectors or others within Disability Support Services as appropriate. The Kaitūhono/Connector Support may also link people to other government and non-government organisations where appropriate.

### The Kaitūhono/Connector Support undertakes updates and administration of the client record management database.

### The Kaitūhono/Connector Support also undertakes specific research on behalf of the Connectors, sharing information in a way that enables Connectors to spend more time working directly with disabled people and their whānau.

### Location

Various

### Reports to

## The Kaitūhono/Connector Support reports to the Lead Connector within the Enabling Good Lives team, which sits in the Disability Support Services Business Group.

## The purpose of the Disability Support Services Business Group is to transform how supports are provided to disabled people and their whānau who need support to live the lives they choose.

## Key responsibilities

**Answer Enquiries**

* Warmly welcome people as the first point of contact of Disability Support Services through various channels.
* Build, develop and maintain trusting relationships with disabled people and whānau.
* Assess and understand the nature of the enquiry and the most appropriate solution to that enquiry, ensuring the EGL principles of mana enhancing and simple and easy to use are demonstrated throughout these interactions.
* Respond to all enquiries about the disability system with accurate, timely and useful information that meets the communication and information needs of disabled people and their whānau.
* Be knowledgeable in all aspects of the disability support system, and able to communicate with diverse audiences to identify what information they want and how they want to receive it.
* Proactively identify and respond to enquiries that need a more complex level of expertise or engagement by linking (‘hand shaking’) people to the appropriate person within Disability Support Services or other organisations.

**Support Connectors**

* Complete agreed types of research on behalf of the Connector team, sharing information in a way that enables Connectors to spend more time working directly with disabled people and their whānau.
* Accurately record key information so disabled people and whānau do not have to repeat information to different people, and Connectors have the information they need.
* Accurately enter and update data and information on contacts with enquirers in accordance with client record management system standards.
* Accurately retrieve data to assist with answering enquiries accurately.
* Support Connectors with a range of tasks as required, including administrative tasks, additional support in a timely manner.
* Contribute to the development and continuous improvement of processes, tools and frameworks within the team.

**Client Engagement and support**

* Engage directly with disabled individuals and their families through multiple channels (phone, email, and in-person meetings) to facilitate access to funded supports, particularly for those with a history of or interest in utilizing such services.
* Ensure accessibility in all communication methods, including phone, email, and in-person meetings.

**Relationship Management**

* Build and maintain collaborative and positive relationships across Disability Support Services.
* Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.
* Work proactively with partners in ways that are most likely to deliver tangible benefits for disabled people and tāngata whaikaha Māori.
* Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata whaikaha Māori, whānau and providers reflecting their concerns and aspirations.
* Partner with key stakeholders to ensure the work programme reflects the Crown’s relationship with Māori and improves outcomes and equity and reflects our Te Tiriti o Waitangi obligations.

**Special Regional Responsibilities (Mid-Central Region only)**

* Provide assistance and support to disabled people who elected to self-navigate the system, ensuring their effective access to available resources and services.
* Collaborate closely with Budget Advisors and Connectors to ensure comprehensive support, guidance on funded options and compliance verification for individuals without assigned Connectors.
* Assist disabled people and whānau in creating, reviewing, and updating their EGL plan as necessary.
* Support disabled people and whānau in modifying funding proposals to accurately reflect current goals and aspirations.
* Listen to the aspirations, conduct sensitive conversation, and work alongside of disabled people and whānau to understand the funding process, how it works and how to prioritise the use of available resource.
* Facilitate the transfer of funded supports between regions (Inter NASC transfer).
* Yearly Funding Renewals/continuations.
* Provide support to waitlisted individuals through yearly funding reviewal and update funding if required, ensuring proper financial safeguarding are followed.

**Special Regional Responsibilities (Christchurch EGL Region only)**

* Assist in the organisation, management and delivery of events, seminars, and conferences, including finding venues, catering, travel, and accommodation requirements.
* Set up and maintain effective electronic and paper filing systems and procedures, and develop new systems as required to ensure quick access to information.
* Book venues for meetings, workshops and focus groups - arrange catering and necessary resources, coordinate events.
* Ensure office supplies, equipment and stationery are purchased and available as required.
* Ensure that receipts for personal expenses are accurately collated, recorded and submitted to the appropriate sources for reimbursement.
* Oversee the internship and provide day to day support for the Intern.
* Contribute to staff recruitment and logistics through interviewing, assessing, assist in organizing information sessions about roles, organizing schedule for interviewees, creating parts of interview, organizing EGLC team involvement, booking suitable rooms for interviews.

### Embedding accessibility

• Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## 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

* Experience in providing accurate and useful information that is responsive to disabled people and whānau, and how they want the information communicated.
* Sound understanding of Enabling Good Lives vision and principles and how to apply these in practice.
* Experience with using and maintaining a client record management database in an accurate and timely way.
* Experience in prioritising enquiries and identifying those that need an immediate resource.
* Experience of working in an environment that requires a high level of discretion, sensitivity, and interpersonal interaction.
* Experience of tailoring complex messages to a range of audiences in a range of situations.
* Knowledge of data entry.
* Knowledge and understanding of disability supports.
* Proven organisational skills with the ability to think ahead, use initiative, establish priorities, and meet deadlines whilst preserving high levels of accuracy and confidentiality.
* Knowledge of proactively managing documentation dealing with highly emotive and sensitive subject matters.
* An understanding of equity issues and Te Tiriti o Waitangi and the implications of these for the work of Enabling Good Lives.
* Excellent communication and interpersonal skills.
* Ability to negotiate and influence.

## Attributes

* Highly organised – approaches tasks and situations pragmatically and efficiently.
* Time management – ability to prioritise work, often within tight timeframes and under pressure.
* Excellent attention to detail – ability to achieve thoroughness and accuracy when accomplishing tasks.
* 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 and utilise effective problem-solving approaches.
* Exercises sound judgement and discretion – able to assess individual situations to make quality judgements and decisions.
* Relationship management skills – able to develop and maintain effective working relationships.
* Interpersonal skills – ability to relate to people at all levels and demonstrate active listening skills.
* Excellent communication skills – able to communicate clearly and concisely across multiple channels.
* Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve goals.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Team manager and other team members
* Disability Support Services Business Group
* Disability Support Services kaimahi

### External

* Disabled people, and tāngata whaikaha Māori
* Families of disabled children, young adults, and adults
* Disability sector partners including disabled people’s organisations, informal networks and disability service providers
* Colleagues in other participating agencies in the local community
* Wider disability networks and community in the local area

## 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:** 1 Oct 2025