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

# Lead Connector

## 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 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 lead connector is responsible for providing leadership and guidance to a team of Connectors and Specialist Connectors, who work alongside disabled people and their whānau to assist them in achieving Enabling Good Lives outcomes.

This role works closely with the Regional Director and contributes to the design and implementation of tools, systems and approaches, ensure consistency of approach and alignment with DSS objectives and direction, as well as working creatively with disabled people and their whanau to connect them with community, services and develop individualised plans.

In this role you will provide advice, oversee reporting processes, and maintain direct engagement with the community to stay connected with practise. You will guide your team to deliver consistent, person-centred outcomes, while building strong relationships across community, government agencies, and other key stakeholders.

### Location

Christchurch, Mana Whaikaha (Mid Central), Waikato

### Reports to

Regional Director, EGL

## Key responsibilities

### People Leadership

* Take a leadership role in in the direction, development and mentoring of a small team of Enabling Good Lives team members.
* Lead in the development and successful delivery of Enabling Good Lives action areas and outcomes.
* Assist the Regional Director in designing and implementing systems and processes to support delivery.
* Work collaboratively with EGL and DSS colleagues to deliver high quality disability support services that are responsive to disabled people’s needs.
* Champion continuous improvement and professional development and capability uplift across the team.

### Advice and Support

* Provide high quality advice and ideas relating to the delivery of Enabling Good Lives without the need for guidance from others.
* Have input to Enabling Good Lives planning and implementation at a senior level.
* Have a breadth of view of sector issues and an understanding of the key deliverables and objectives of other groups and agencies connected to Enabling Good Lives.
* Work with participants to create sustainable outcomes that do not create reliance on Enabling Good Lives.
* Identify opportunities and creative solutions to achieve Enabling Good Lives outcomes.

### Funding planning

* Assist people participating in Enabling Good Lives and team members to understand available funding and financial arrangements.
* Liaise with participants and team members as required to ensure payments and accountability requirements are met and re scoped as things change for people.

**Monitoring and Reporting**

* Meet requirements for information, including statistics and budget information accurately and on time.
* Use Enabling Good Lives systems and processes to keep accurate records of all work as required.
* Ensure team members follow EGL systems and processes and achieve quality outcomes.
* Identify any risks, ensure sound processes and systems are in place and take the necessary action to manage risks, including escalating as appropriate.
* Keep the Regional Director, Enabling Good Lives informed of any risk issues which may impact on the Demonstration’s reputation, performance or outcomes.

**Work Planning and Management**

* Manage own workload to meet agreed deadlines.
* Manage a variety of tasks concurrently, show flexibility, and the ability to re-prioritise workload.
* Develop and monitor own work plan with clear targets and process for achieving these.
* Take a leadership role in internal or external meetings as appropriate.
* Lead, guide and support team members and stakeholders through change processes.
* Ensuring work outputs and deliverables have accessibility at the heart and are available in alternate formats as much as possible.

#### Relationship Management

* Establish respectful relationships with, disabled people, families and whānau to ensure they have a positive Enabling Good Lives experience.
* Establish and maintain sound working relationships with team members, providers, other government departments and agencies, non-government organisations, interest groups and other key stakeholders.
* Use a strengths-based approach in all interactions.
* Use existing networks, and create new ones, to link and connect people.
* Engage proactively with all groups, agencies, and key individuals to ensure participants in Enabling Good Lives have a wide range of community mainstream options available to them.
* Represent Enabling Good Lives and DSS views and perspectives in local meetings with disability, government and community agencies as well as individuals.
* Represent Enabling Good Lives externally at significant meetings when required.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within your leadership role.
* Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

## Health, safety and security

* Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

## Emergency management and business continuity

### Manager

* Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

## Know-how

* In depth knowledge and understanding of Enabling Good Lives principles and practices or has the ability to quickly gain knowledge and understanding in order to quickly build trust and credibility with, disabled persons, the disability sector and staff.
* Experience in working with Māori and Māori communities and an understanding of cultural differences.
* Experience of working in an environment that requires a high level of discretion, sensitivity, accountability and interpersonal interaction.
* Experience supporting and leading staff to achieve desired outcomes.
* Experience working in and influencing systems and processes that are transformational for people.
* Knowledge of relevant Government and non-Government funding applicable to the work of Enabling Good Lives and experience designing and implementing funding packages for individuals.
* Leadership of, or experience in significantly influencing, community change projects.
* Knowledge of and/or experience and understanding of disability issues and an ability to establish trust and credibility with the disability sector.

## Attributes

* Strong influencing skills
* Strong relationship and engagement skills
* Excellent skills in critical thinking and problem-solving skills
* High level of organisational and environmental awareness
* Exercised sound judgment and political sensitivity and nous
* Ability to work in a team environment, adapt, demonstrate initiative, and cope with continuing change.
* An understanding of Te Tiriti o Waitangi, and the implications of working in partnership for improved outcomes.
* Resilient and self-reflective.
* Excellent communication skills – actively listens, expresses ideas clearly, concisely and effectively in all communication, adjusts style to needs of audience.
* Innovative and creative – continuously seeks, and encourages other to seek, opportunities for different and innovative approaches to address problems and opportunities.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.
* Connects and establishes effective relationships and rapport with all relevant stakeholders.
* Works effectively alone and in a team environment – able to manage own workload, prioritise and contribute towards team goals.
* Flexible, adaptable, and pragmatic

## Key relationships

### Internal

* Director and Team members
* Disability Support Services Business Group
* Disability Support Services kaimahi

### External

* Disabled people and tāngata whaikaha Māori
* Families/whānau of disabled children, young adults and adults
* Disability community partnership groups and Disabled People’s Organisations and tāngata whaikaha Māori rōpū
* Wider disability and community networks
* Disability sector providers and representative groups
* Ministry of Social Development
* Counterparts at other government agencies

## Other

### Delegations

* Financial – N
* Human Resources Yes and level 6

### Direct reports - Yes

### Security clearance - No

### Children’s worker – To be confirmed

Limited adhoc travel may be required

**Position Description Updated:** June 2025