

position description



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Position:	Client Support – Debt Management Officer
Children’s Worker	No
Location:	Auckland, Christchurch, Hamilton
Business Unit:	Client Service Support
Group:	Service Delivery
Reporting to:	Service Manager, Centralised Services
Issue Date:	1 February 2019
Delegated Authority:	Nil
Staff Responsibility:	Nil

Our Role

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to children and young people, students, working age people, older people, and whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 160 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

Our Purpose

We help New Zealanders to be safe, strong and independent.
Manaaki Tangata, Manaaki Whanau.

Our Principles

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients

Position Description Approved By:

Deputy Chief Executive, Service Delivery

Date:/...../.....

Service Delivery Group

We work together to make a difference for New Zealanders. Whether that's helping someone get sorted financially so they can study, supporting someone into work, ensuring support is there for someone who can't work, helping one of our seniors by granting their entitlement to New Zealand Superannuation, or giving New Zealanders confidence that the system they fund is being used by people in genuine need.

We do this through five key groups: Client Experience and Service Design, Client Service Delivery, Client Service Support, Community Partnerships & Programmes, and Strategy & Change. Whatever part of Service Delivery we work in; we have a role in delivering services and making a difference for more than a million clients.

Business Unit

Client Service Support provides a range of support services to Service Delivery front line staff and clients. As part of the Client Service Value Chain Client Service Support provides transactional processing and exception management services. As the 'owners' of the end to end processes that support MSD's client experience we are always looking for a smarter way. This includes a robust 'learning loop system' which uses the voice of the client to support staff in improving client service. In addition to supporting the systems and channels which are fundamental to providing services to New Zealanders Client Service Support operates information sharing with other agencies, and manages debt owed to MSD and the crown through effective fraud prevention and collection activities.

Purpose of the Position:

Administer recovery of debt at the earliest possible opportunity by negotiating sustainable arrangements with clients, and proactively supporting them to become debt free. Identifying and using innovative approaches and best practises to ensure effective debt management of money owed to MSD.

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

Working Relationships

Internal:

- Contact Centre Services staff and managers
- Crown Revenue
- Fraud Intervention staff and managers
- Integrity Intervention Centre staff and managers
- Manager, Centralised Services
- Regional Services case managers and managers
- Other MSD business units

External:

- Clients and/or their representatives
- Advocacy and community groups
- Courts, police, solicitors
- Debt management agencies e.g. Insolvency Office, budget services, private
- Employers, banks, credit unions
- Members of the public
- Rest homes/child care centres
- Other government agencies

Key Accountabilities:

Key Result Area	Accountabilities
Investigation	<ul style="list-style-type: none"> • Locate clients using business systems and other resources to contact them so that they can be advised of their responsibility to repay Ministry debt • Investigate and identify clients' sources of income including employment, and assess information in business systems to obtain a comprehensive view of the clients' circumstances, so that a sustainable repayment arrangement can be agreed and they are supported.
Communication and Engagement	<ul style="list-style-type: none"> • Notify clients of the money they owe to MSD, their responsibilities and the consequences of non-payment • Actively engage with clients to understand and have a comprehensive view of their particular financial circumstances and provide advice on repayment options so they are supported to make informed decisions • Discuss and negotiate with clients and influence their decision making in order to agree sustainable and affordable debt repayment, so that clients feel supported and repayments do not cause unnecessary hardship • Engage with Employers and Banking Institutions and other appropriate agencies to initiate bank and/or wage deductions, so that client debt repayment will commence, and re-engage if deductions cease • Provide information and advice to clients and/or their representatives so they understand what support and assistance is available to them and how to access it • Engage with clients and/or their representatives to explain the rationale for a decision and afford them the opportunity to provide any further information to be considered • Refer clients to internal and external providers of specialist services to help clients with specific needs so that quality outcomes can be achieved.
Client Needs Assessment	<ul style="list-style-type: none"> • Assess information related to debt management and process in business systems and determine the appropriate action so that client debt and any reparation is accurately administered • Review and update client changes in circumstances to ensure accurate client records.
Knowledge	<ul style="list-style-type: none"> • Maintain up to date knowledge of MSD's strategic direction, specialist knowledge of debt management policy and practice, relevant legislation, MSD products and services and wider social services. This ensures support and assistance is provided to clients, their families and other stakeholders. • Utilise knowledge and experience to contribute to the review of decision process, including committees and hearings and requests for information.
Advisory Support	<ul style="list-style-type: none"> • Provide specialist information and advice on debt management policy and practice to internal and external stakeholders so that accurate information can be provided to clients and the appropriate action taken.
Relationship Management	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client and ensures a consistent client experience across delivery channels • Ensure client information is stored securely and only disclosed to those with appropriate authority to protect client privacy and confidentiality.

Safe and Healthy	<ul style="list-style-type: none"> • Understand and adhere to MSD health, safety and security (HSS) policies and procedures • Implement HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.
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Knowledge, Skills, Abilities

- 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
- High level of skill and experience in debt management and negotiating with clients to achieve positive and sustainable outcomes, and interviewing skills using a range of techniques to gather information, including the use of probing questions
- In-depth knowledge of relevant MSD products and services and detailed knowledge of the resources available from government agencies, providers and the community
- Sound knowledge of relevant legislation, regulations, policy and how they apply
- 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
- Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve team goals
- Resilient and able to stay calm under pressure.

Additional Requirements:

- Recognises and understands the Ministry’s obligations under the principles of Te Tiriti o Waitangi, when considering the circumstances and issues facing Māori and others in the communities the Ministry works with
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

Service Delivery Behaviours

Hononga: Connecting to the why

To connect physically, socially and spiritually, we connect everything we do to why we're doing it and the picture of the future – to help people understand where we're going and why.

Manaakitanga: Looking after each other

Support, honest, trust, inclusion, kindness, generosity - the process of showing respect and care for others. Care for a person's mana (well-being, in a holistic sense). Building and nurturing a supportive and caring environment.

Whakawhanaungatanga: Building relationships

The process of getting to know one other, establishing relationships and relating well to others. Creating a relationship through shared experiences and working together to provide a sense of belonging. The ability to recognise strengths within a team and as individuals, working collaboratively and collectively.

Kotahitanga: Working as one

Unity, togetherness, solidarity, collective action. A collaborative response towards a commonly held vision, goal or other such purpose or outcome.

Whakanui: Celebration

To celebrate, honour by unity, togetherness, solidarity, collective action.