# Ministry of Social Development logo

# Claimant Support Specialist / Senior Claimant Support Specialist

# Historic Claims

## 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 Claimant Support Specialist works with claimants or their representatives/advocates towards achieving redress and healing. This role provides end to end management of a claim from initial point of contact, listening to the experience and allegations of the claimant, answering questions about time in care, carrying out rapid payments calculations, commissioning individualised assessments where applicable, preparing all necessary documentation, explaining the outcome of the claim process, through to closure of the claim.

The Claimant Support Specialist has knowledge of and is able to manage the claim and communicate effectively with claimants and / or their representatives throughout the life of the claim.

NB This role does not include ordering, reading and redacting claimant files, nor does it include undertaking individualised assessments.

### In addition to this the Senior Claimant Support Specialist will:

* Lead the interview and feedback process with claimants
* Provide training, mentoring and guidance to Claimant Support Specialists
* Support Claimant Support Specialists to manage their own caseload of claimants
* Manage any particularly complex cases

### All Claimant Support Specialists also identify opportunities for continual improvement and develop recommendations to the Team Leader Claim Management in developing and maintaining efficient and effective policies and processes.

### Location

### National Office, Wellington or Auckland

### Reports to

Team Leader Claims Management, Historic Claims

## Key responsibilities

Claimant engagement and support

* Manage the relationship with the claimant and / or their representatives from the first time the claim is touched through to conclusion.
* Assess eligibility for the claims process and provide advice on options and next steps available
* Ensure claimants understand the claims process, including the external supports available as part of the claims process
* Gather information from claimants about their experience in care, what they are seeking from the claims process and provide feedback on the outcome of the assessment and the next steps for the claimant
* Identify appropriate supports or support providers within the scope of the claims process and connecting claimants with these
* Maintain constructive engagement with claimants and their supporters to identify claimants needs and what will help to address their claim looking to meet these needs at the earliest possible opportunity
* Ensure claimants and their supporters communication needs are meet throughout the claims process.

In addition to this the Senior Claimant Support Specialist will:

* Lead engagements with claimants to gather information for assessing their claim
* Lead the feedback process for claimant
* Work with complex cases requiring more senior experience
* Assist in the development and mentoring of Claimant Support Specialists and provide support as needed.

Risk Management and Problem Solving

* Identify risks and issues and work to identify creative and appropriate, claimant focused solutions
* Escalate risks and issues as appropriate
* Continuously feedback learnings form engagement with claimants to support continuous improvement.

In addition to this the Senior Claimant Support Specialist will:

* Provide advice to Claimant Support Specialists and assist them in managing risks and issues.

**Achieve efficient and effective resolution of historic claims**

* Support the development and implementation of plans that support the Historic Claims team to resolve claims in a manner that is mana manaaki
* Identify opportunities to partner with others to deliver a better service for claimants
* Calculate payments using the rapid claims framework for claimants who have opted in to the rapid payments process.
* Promote a focus on claimants’ needs whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements.
* Draft apology letters, settlement documentation and approval documents as needed to prepare for the settlement of the claim.
* Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants.

**Building Māori capability and responsiveness**

* Provide a culturally responsive service to claimants and their whānau, hapu and iwi
* Work in partnership with iwi, hapu and whānau as appropriate
* Have a demonstrated understanding of tikanga Māori and te reo Māori
* Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Māori within the decision making process.

## 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

* Proven experience working with individuals affected by multiple issues including domestic violence and child abuse
* A relevant tertiary qualification such as Psychology, Social Work or Counselling is desirable
* A sound understanding of the needs of people who were harmed as a result of trauma
* Proven ability to engage with professional skills, maintaining boundaries whilst displaying personal attributes that include empathy and understanding towards the claimant
* Experience supporting and mentoring others
* A sound knowledge of the machinery of Government
* A knowledge of practice and policy development processes
* Demonstrated experience working with clients from different walks of life
* Commitment to the Treaty of Waitangi and the development of a service that culturally responsive and incorporates tikanga Māori
* Excellent relationship management skills
* Excellent communication skills.

## Attributes

* Demonstrates empathy & emotional intelligence
* Exercises sound judgement and political sensitivity
* Highly effective communication skills
* Strong client focus
* Well-developed analytical and conceptual thinking
* Strong partnership builder
* Ability to manage operational complexity
* Able to build and maintain constructive relationships
* A demonstrated achievement orientation
* Well-developed learning agility
* Ability to influence without authority, and build credibility quickly
* Ability to effectively lead, motivate, develop and coach others towards the achievement of goals
* Agile
* Collaborative

## Key relationships

### Internal

* Historic Claims team managers and staff
* MSD Legal Services
* Chief Executive’s Office
* Offices of the Deputy Chief Executives
* Other MSD employees

### External:

* Claimants
* Other government agencies
* Non-government organisations
* Members of the public
* Lawyers and advocates

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports No

### Security clearance No

### Children’s worker No

Willing to travel to fulfil job requirements (up to 50% of the time).

**Position Description Updated:** October 2022