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| Information Coordinator / Senior Information CoordinatorHistoric Claims |
| Our purpose **Manaaki tangata, Manaaki whanau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs 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**** |
| **Mana manaaki**A positive experience every time | **Kotahitanga**Partnering for greater impact | **Kia takatū tātou**Supporting long-term social and economic development |
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| ****Our Values**** |
| **Manaaki**We care about the wellbeing of people | **Whānau**We are inclusive and build belonging | **Mahi tahi** We work together, making a difference for communities | **Tika me te pono**We do the right thing, with integrity |
| ****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. |
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| The outcomes we want to achieve |
| 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
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| ****He Whakataukī\***** |
| 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 Information/Senior Information Coordinator provides timely responses to requests for information that support the assessment and resolution of claims for people who have been abused in State care. This includes:

* applying legislation to requested documents ensuring draft responses to requests and correspondence from clients are in compliance with all relevant Acts, and;
* working as part of an integrated team to ensure the preparation and delivery of high quality and timely responses to requests for information for a range of audiences; and
* developing detailed notes on files that support internal team members to navigate files as part of their assessment work.

In addition to this the Senior Information Coordinator will also:

* coach, mentor and quality assure new and developing Information Coordinators, take on project management roles and contribute to the development and management of knowledge within the team.

The Information/Senior Information Coordinator will also be involved from time to time in exercises to review and strengthen the team capability and may also be involved in the training and quality assurance for new and developing Information Coordinators.

In addition to this the Senior Information Coordinator will also:

* work with the Manager Services and Administration and Team Leader Administration to manage workflow within the team, identify and lead improvement of processes and systems, manage relationships both within and outside of the Ministry
* be involved from time to time in exercises to review and strengthen the team capability

Location

National Office, Wellington

Reports to

Team Leader Information Coordination

## Key responsibilities

Historic Claims Information Requests

* Respond within timeframes to requests for information made pursuant to the Privacy Act and Official Information Act, in the appropriate format
* Provide accurate editing of the requested information ensuring compliance with privacy principles and the provision of the relevant legislation
* Maintain accurate and detailed notes on files to develop guidance for Historic Claims staff conducting claim assessments
* Identify and process all relevant information held in electronic and paper format
* Make clear decisions based on logical analysis
* Provide quality assurance of edited responses
* Develop and maintain knowledge of policy, legislation and the environment relevant to Privacy and Official Information and Discovery work
* Evaluate risks associated with various responses and recommend a preferred option
* Actively engage with information requestors to clarify information requirements and the scope of their request

In addition to this the Senior Information Coordinator will:

* Provide advice to the Information Coordination and Administration Management team and other Historic Claims staff as required
* Independently manage complex pieces of work or issues

**Relationship Management**

* Establish and maintain professional communications with claimants and their advocates
* Provide advice and support to information requestors and claimants as required
* Assist colleagues from other parts of the Ministry with queries relating to Privacy and Official Information and Discovery work.
* Communicate with staff from other agencies requiring information held in Oranga Tamariki files
* In addition to this the Senior Information Coordinator will:
* Support the Team Leader Information Coordination to develop and implement plans to maintain effective working relationships with key external and internal stakeholders

**Mentoring**

The Senior Information Coordinator will:

* Assist in the development and mentoring of Claims Assessors
* Provide support to Claims Assessors as needed

**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
* Promote a focus on claimants’ needs whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements
* Work collaboratively and effectively with other Historic Claims team members to provide a seamless service across the Historic Claims team, identifying weaknesses where possible
* Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants.

**Building Māori and Pacific 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 Maori within the decision-making process
* Integrate Te Pae Tawhiti, Te Pae Tata and the Pacific Prosperity strategies into work programmes
* Champion a Te Ao Māori perspective by ensuring its inclusion in all design work

## 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

* A relevant tertiary qualification or equivalent relevant work experience is an advantage
* Good knowledge of the applicable legislation, i.e. Official Information Act, Privacy Act
* Working knowledge of the Oranga Tamariki Act 1989, and the Children’s and Young People’s Wellbeing Act 1989
* Knowledge of public service policies, systems and processes.
* Competent working with the MS Office Suite
* Demonstrated ability to work in collaborative peer and other stakeholder relationships
* Knowledge of records management systems
* Proven ability in performing a range of tasks under competing demands, and producing a quality result, on time
* Demonstrated excellence in the provision of client focussed, administrative and corporate advice and services to managers and staff.

In addition to this the Senior Information Coordinator will have:

* Experience with risk assessment or dealing with issues and identifying/developing solutions.

## Attributes

* Excellent attention to detail at all times
* 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
* 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

Limited adhoc travel may be required

**Position Description Updated:** March 2021