# Ministry of Social Development logo

# Specialist Claims Assessor

# 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 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 Specialist Claims Assessors will use available information relevant to the claimant to conduct an assessment of their claim against the Historic Claims assessment framework and provide recommendations to support decision making. They are a key part of helping claimants understand their care experience and achieve redress and healing.

They work closely with their Team Leader and Claims Advisors when necessary to make decisions on the acceptance of allegations. They will also work as part of a virtual team to deliver the best outcomes for claimants and identify opportunities for continual improvement and develop recommendations to the Team Leader Claims Management in developing and maintaining efficient and effective policies and processes.

### Location

National Office, Wellington or Auckland

### Reports to

Team Leader Claims Management

## Key responsibilities

### Assessment of Claims

* Responsible for the successful completion of allocated claims assessments, including calculating any recommended payment, and the supporting documentation required for approval of the assessment and recommended outcome
* Complete assessments of complex claims with support from the Team Leader and Claims Advisors and provide simple easy to understand explanations of how the claim has been assessed to the claimant and/or their legal representative
* Work with the Senior Claimant Support Specialist to ensure all relevant information required to support the claimant through the process and ensure that the claimant can be kept informed of progress of their claim
* Prepare information for and/or contribute to, claimant feedback sessions to help offer an element of closure
* Synthesise large amounts of information into concise well-written assessments
* Provide advice to the Team Leader arising from claims assessments and on specific issues as required
* Where requested support the Team Leader to ensure that claims assessments align with Historic Claims assessment model by reviewing claims assessments and supporting the development of others in the team.
* Support the development of stakeholder communication with claimants and their legal representatives
* Engage with key stakeholders, such as other claims agencies, to gather the relevant information needed to asses the claim.
* Ensure all relevant information is recorded through the assessment process to support delivery of the Historic Claims service.

### 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
* 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 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

* Relevant business or technical qualification at a tertiary level or considerable professional experience
* Experience working in an analytical or decision support function, particularly reviewing, interpreting large amounts of complex information and using this information to inform decision making
* Proven ability to produce reports, assessments and other written work of a particularly high standard for both internal and external audiences
* Proven experience working with highly sensitive information regarding people and their experiences with neglect, violence and child abuse
* Proven ability to apply an assessment framework to a complex set of facts with the ability to articulate how the assessment was made using a clear logical chain of reasoning that others can understand
* Proven ability to explain complex technical information in simple terms that enables claimants and their legal representatives to understand how decisions regarding the assessment of their claim have been made. Proven ability to engage with professional skills that include empathy and understanding towards the claimant
* Relevant tertiary qualification is desirable
* Understanding of the key issues relating to social services and MSD
* Commitment to the Treaty of Waitangi and the development of a service that culturally responsive and incorporates tikanga Māori
* Awareness of the key issues and risks claimants may face
* A knowledge of practice and policy development processes
* A sound knowledge of the machinery of Government
* Excellent relationship management skills
* Excellent communication skills.

## Attributes

* Demonstrates empathy and 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

Limited adhoc travel may be required

**Position Description Updated:** June 2022