# Ministry of Social Development logo

# Employment Liaison Advisor

# Client Service Delivery

## 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 Employment Liaison Advisor is responsible for proactively engaging with employers and other agencies and influencing them to use the Connected service, contributing to the overall success of this service.

The Employment Liaison Advisor will play a critical role in engaging government agencies, employers and the wider public into the service and is responsible to assist them in successfully navigating the range of services available through Connected.

The overall aim is to build and maintain the Connected brand as a key resource for employment, education and training in New Zealand. This role proactively manages relationships between employers, providers, government agencies and internal staff within the region to share knowledge on the range of employment, education and training initiatives. This includes providing advice and assistance to employers regarding training pathways, retention of employees, and connecting people looking for work with suitable vacancies and other opportunities.

The Employment Liaison Advisor will use their detailed expert knowledge of products and services available to promote Connected and work with businesses to coordinate and promote events through the connected space.

### Location

Various

### Reports to

Regional Labour Market Managers (with dotted reporting line to Service Centre Manager)

## Key responsibilities

**Strategic Stakeholder Engagement and Relationship Management**

• Understands central government employment strategy and actively contributes to how the regions / connected sites delivery on this strategy

• Proactively develop and maintain key strategic regional employment, education and training contacts across government

• Develop, maintain and maximise stakeholder relationships and external networks, seeking opportunities to influence employers and other agencies and stakeholders to use the Connected services

**Regional Promotion**

• Understands and effectively promotes Connected products and services to employers and government agencies to ensure an appropriate level of understanding and maximum uptake, contributing to the success of the Connected service

• Drive consistency of the Connected service, ensuring all core elements of the service offering are delivered effectively

• Utilise expert knowledge of cross-agency employment, education and training programmes to promote all Connected services and initiatives to employers, job seekers and others looking to training and retaining staff

• Liaise with people looking for work and provide current and upcoming opportunities and identify cross-agency support available

**Connected Planning and Coordination**

• Work with Regional Labour Market Advisors to understand regional labour market intelligence and use this information to work with cross-government agencies to inform proactive Connected initiatives and support services

• Respond to regional demand by initiating, coordinating and facilitating cross agency employment, education and training events that proactively meet regional needs and link back to the overarching goals for the Connected service

• Identify any gaps in the Connected service offerings and work with cross-agency partners to negotiate and establish effective regional initiatives

• Coordinate with external stakeholders and engage job seekers and others who could benefit from using the Connected service

• Working closely with other Connected Staff, including Work Brokers, understand and anticipate need of employers and other stakeholders, identifying opportunities where Connected can assist (e.g. recruitment events/promotion activities).

• Oversee and coordinate all events and manage external bookings in the space

• Ensure that stakeholders understand what can be provided by Connected and the benefits they will gain from engaging with the service e.g. interview rooms if required, use of TV in space to display digital content, promotion of event through MSD’s networks and support from lead and other MSD employment-focused staff if required

• Provide information and link clients to appropriate support available through Connected

• Work with other Employment Liaison Advisors to share ideas and learnings, ensuring a more consistent approach across the Connected sites nationally.

• Support Service Delivery employees with the provision of expert advice and knowledge of the Connected service and it’s initiatives

**Training and Employment programmes**

• Work with industry training organisations, training providers and tertiary institutions to promote their programmes through Connected

• Ensure the delivery of improved outcomes for participants in employment programmes and initiatives

**Team and Individual Performance**

• Actively contribute to the development of team activities and goals

• Links the team within local Connected site together to share learnings and contribute to ensuring consistency in ways of working within the team.

• Identify and acts on personal learning and development opportunities

## 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

• Technical expert and comprehensive knowledge of employment, education and training products and services promoted through Connected

• Expert knowledge of education and training programmes offered by other agencies, and how to link people looking for work and education opportunities with the services they may need.

• Up to date understanding of the challenges facing employers and job seekers, displaying situational awareness as political and economic landscape changes.

• Strong understanding of central government and their goals and be the All Of Government (AOG) Connected representative at a regional level

• A proven record in establishing, building and maintaining effective relationships and networks

• Relevant tertiary qualification or proven relevant experience in a similar role

• Promotional/marketing skills and an understanding of key strategies and approaches

## Attributes

• Effective communication skills – both written and verbal, able to engage stakeholders effectively and appropriately

• Interpersonal skills – the ability to engage with people of all levels, demonstrate active listening skills, empathy and manage difficult conversations

• Strong customer focus, understanding customer needs and responding to these

• Strong influencing skills

• Strong partnership and network builder

• Flexible, adaptable and pragmatic

• Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

• Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals

## Key relationships

### Internal

* Service Centre Managers
* Work Brokers
* Case Managers
* Regional Commissioners
* Labour Market Managers and Advisors
* Work Services Managers
* Regional Contracts Managers and Assistants
* Service Delivery Employment and Industry Partnerships Teams, wider Connected Team (including comms and 0800 Team at Job Connect)

### External

* Government agencies (MBIE, TEC, MOE, MfE, MPI, DOC)
* Employers
* Providers (including training organisations)
* Other groups using the space (Chambers of Commerce, Māori and Pacific Groups)

## 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:** October 2020