# Ministry of Social Development logo

# Kaitūhono Connector

# Disability Support Services

## 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 Kaitūhono Connector supports disabled people and whānau to think about options, create possibilities, and make decisions about their lives, including identifying funded and unfunded support they may require to enable them to attain their life objectives. The Kaitūhono Connector works in people’s homes, schools and communities to proactively develop strong relationships with disabled people and work in partnership with them to create support options that enable the disabled person to achieve outcomes that are important to them, realise their aspirations, make their own decisions and live their good lives.

### Location

MidCentral

### Reports to

The Kaitūhono Connector reports to the Operations Manager within the Enabling Good Lives (EGL) team, which sits in the Disability Support Services (DSS) Business Group.

The purpose of the Disability Support Services Business Group is to transform how supports are provided to disabled people and their whānau who need support to live the lives they choose.

## Key responsibilities

**Build Relationships**

* Establish respectful, trusting relationships with disabled people and their whānau to ensure they have a positive Enabling Good Lives experience.
* Work with disabled people and whānau to assist them in building their confidence and competence to take authority over their own lives, available resources, and support arrangements.
* Utilise existing networks, and create new ones, to link and connect people.
* Build collaborative and positive relationships with team members and other Ministry staff.
* Establish and maintain sound working relationships with community providers, government agencies and other key stakeholders.
* Attend and represent DSS views and perspectives in local meetings with disability, government and community agencies and individuals.
* Engage proactively with all groups, agencies, and key individuals to ensure disabled people and their whānau have a wide range of community options available to them.
* Maintain integrity of relationships in a way that mean difficult conversations can occur in a mana enhancing way.
* Assess, analyse, and navigate complex social dynamics to ensure the disabled persons and whanau voice is heard.
* Ensuring immediate needs of disabled persons are prioritised.
* Act with integrity and respect the will and preferences of disabled people, understand and act within accordance of operational guidelines.

**Understand Aspirations**

* Work according to the Enabling Good Lives principles.
* Listen to the aspirations and preferences of disabled adults, disabled children and their whānau and assist them to think about the range of choices they have including those they may not have thought of before.
* Adapting and responding to different communication styles, and help identify interests, passions, and aspirations in a creative way, as directed and led by the disabled person.
* Work with disabled people and whānau to identify sustainable outcomes that do not create dependence on Whaikaha.
* Support and encourage disabled people and whānau to hold meaningful expectations and aspirations for their lives.
* Continuous and ongoing coaching and educating disabled people and whānau to recognize emotional preparedness in themselves and readiness to take the next steps in their journey.

**Identify and Connect to Options**

* Work creatively with disabled adults, children and their whānau to plan and develop the life they want, including how opportunities in the community could be accessed, what current support is working well and what new and different support could be established.
* Identify opportunities and creative solutions to achieve Enabling Good Lives outcomes, seeking advice where necessary.
* Support disabled people and their whānau to identify the support they need (paid and unpaid) to enable their good life.
* Support disabled people and whānau to connect to the full range of opportunities available in the community including gathering information, providing contact details and making introductions.
* Assist disabled people and their whānau to understand available funding and establish financial and staffing options and arrangements that work for them.
* Work alongside of disabled people and whānau to understand the funding process, how it works and how to prioritise the use of available resource.
* Liaise and build relationships with disabled people and their whānau as required to ensure payments and accountability requirements are met and rescoped as things change for people.
* Work in partnership with the compliance team to ensure funding is managed appropriately and according to purchasing guidelines.
* Provide additional information to Budget Advisors sensitive in nature that could impact indicative range.
* Instruct disabled people and whanau to learn how to self-manage personal budget and understand their responsibilities.
* Act as a facilitator in certain circumstances for disabled people and whanau with coordinating across multiple agencies when the lead agency does not fulfill their role and responsibility.

**Maintain Records**

* Ensure the Enabling Good Lives proposal is a live document, and it reflects accurate and up to date information.
* Create and develop EGL proposal in the medium that works best (e.g. pictures, video, PowerPoint, etc.) and ensure it reflects an accurate representation of the individual.
* Identify and communicate financial safeguarding risk and mitigating where possible.
* Manage mis-spend and connect to appropriate services to build the potential of disabled people.
* Complete referrals and follow up engagement with the provider/organisation.
* Working with disabled people and whanau to ensure they are aware of employment and tax legislation, and liabilities, and refer to appropriate services to support this.
* Facilitate and establish purposes/outcomes/goals and communicating to disabled people and whanau.
* Meet requirements for information, including case notes, statistics, and budget information accurately and on time.
* Manage a large and complex caseload, using Enabling Good Lives systems and processes and keep accurate records of all work as required.
* Research, communicate and work with different local businesses and providers to support disabled person to access mainstream services.
* Ensuring all funding related documentations and bank feed documentations are ready for smooth funding processes.

**Risk Management**

* Identify any individual and/or organisational risks and take action to minimise their impact.
* Identify any infrastructural, human, and financial risks to ensure sound processes and systems are in place to manage those risks.
* Recognise and address abuse and suicidality, arrange mental health respite, and ensure safety during home visits.
* Report and record any conflicts of interest, risks or issues which may impact on the team or Ministry’s reputation to the Manager.

#### Contribute to our team - DSS team player

* Champion and contribute to a safe, respectful, and accessible workplace culture. Embrace your role as a good Whaikaha team player by showing genuine care for each other, our mahi and the disabled community we serve.
* Take personal responsibility for the wellbeing, health and safety of yourself and others. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Stay informed about emergency management and business continuity plans relevant to your business unit and team. Understanding these plans will help you respond appropriately in critical situations.
* Familiarise yourself and comply with all Whaikaha policies, procedures, and guidelines.
* Perform other duties as may be reasonably required from time to time.

#### Embedding accessibility

* Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## 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.
* Continuously build 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 deep understanding of, and commitment to, the Enabling Good Lives vision and principles and how to apply these in practice.
* Experience supporting people to think creatively about their life opportunities and how to bring these opportunities into being.
* Experience and knowledge in engaging with Māori and Pacific families and community.
* Experience building and maintaining trusting relationships with a diverse range of people from diverse backgrounds High levels of resilience and demonstrated ability to proactively manage documentation dealing with highly emotive and sensitive subject matters.
* Strong connections to, and knowledge of, the local community as well as the capacity and resources within it
* Understanding of and commitment to support decision making and safeguarding.
* Ability to work in a team environment, adapt, demonstrate initiative, and cope with continuing change.
* An understanding of equity issues, Te Tiriti o Waitangi, and the UNCRPD and the implications of these for the work of Enabling Good Lives.
* Excellent interpersonal skills.
* Effective time management skills.
* Ability to negotiate and influence with disabled people and whānau.

## Attributes Advanced communication skills

* Strong interpersonal skills with the ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion.
* Exercises sound judgement and political sensitivity.
* Strong planning and organisational skills – able to manage time effectively, work on more than one project at a time and prioritise work to meet competing deadlines.
* Sound problem solving and analytical skills – seeks information from a variety of sources, identifies cause and effect, recognises trends, understands risks and can mitigate, thinks strategically.
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively.
* Ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions, and appropriate responses.
* Flexible, adaptable, and pragmatic.
* Strong client focus (with the ability to understands clients’ needs and is able to anticipate and respond to these).
* Business acumen.
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Director, Senior Connector, Specialist Connector, and other team members
* Disability Support Services Business Group
* DSS, MSD kaimahi

### External

* Disabled adults and children, and tāngata whaikaha Māori
* Families/whānau of disabled children, young adults and adults
* Disability sector partners including disabled people’s organisations, informal networks, mainstream and disability service providers.
* Colleagues in other participating agencies in the local community
* Wider disability networks, iwi, hapu and community in the local area

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited ad-hoc travel may be required.

**Position Description Updated:** January 2025