



20 December 2024

Tēnā koe

Official Information Act request

Thank you for your email of 6 November 2024, requesting information about Work Brokers and Case Managers, including performance metrics, and accredited employers.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision set out below.

- 1. I request information on the total number of employees engaged in Work Brokerage functions within MSD.*
- 2. please provide details on any other roles that perform similar tasks under different job titles, including their job descriptions and the number of individuals employed in each of these positions.*

As at 31 October 2024 there are 266 employees engaged in Work Brokerage functions within the Ministry of Social Development (the Ministry). **Appendices A and B** provide you with the job descriptions for Work Brokers and Employment Co-ordinators.

- 3. I am interested in the performance metrics used to evaluate Work Brokers, Case Managers, and any other personnel involved in assisting clients to secure meaningful employment. Please include any descriptions of these performance metrics, how they are measured, and any recent changes implemented in response to new government reforms and national policies aimed at achieving full employment and providing additional assistance to job seekers. Specifically, I would like to know how these metrics have evolved over the past few years and what changes are anticipated or currently being implemented under the new national government's policies.*
- 4. I request historic performance data for the Work Brokers and Case Managers over the past 3 years. This should include statistics on the number of job seekers assisted, success rates in placing individuals into employment, and any relevant performance outcomes.*
- 5. I am also seeking information on whether there are differences in performance across various MSD centres. Please provide comparative data that highlights any discrepancies or notable variations in performance metrics and employment outcomes between different locations.*

The Ministry has various operational measures and service standards set for all staff. However, there are no specific outcome targets for individual Case Managers.

The Ministry expects that Case Managers:

- have full caseloads – depending on the case management type this varies from 60 to 220 clients.
- have regular engagement with clients – it is expected that Case Managers engage with clients in their caseload every 28 days. However, this engagement may be longer or shorter depending on the individual client’s situation.

The Ministry has various targets allocated for regions, while, as stated above, not having any specifically for Case Managers.

Case Managers and Work Brokers contribute to some of these targets, primarily what the Ministry calls ‘active placements’.

An active placement is defined as anytime a clients exits a benefit and moves into employment where the Ministry deems it had a significant influence in the client gaining the employment opportunity.

Up to the end of financial year 2024, placements were used to monitor work broker performance. Placements are when vacancies/jobs sourced by the work brokerage team are filled with a Ministry client.

Below is the placement performance over the last 3 years for each region.

Region	Number of placements		
	F25 YTD (25/11/24)	F24	F23
Northland	1,085	3,031	2,788
Auckland North	580	1,282	1,744
Auckland Central	808	2,200	3,030
Auckland South	819	2,010	3,453
Waikato	525	1,484	2,102
Taranaki	648	1,946	1,974
Bay of Plenty	690	1,701	1,860
East Coast	897	2,209	2,291
Central	598	1,387	1,802
Wellington	475	1,324	1,945
Nelson	556	1,388	1,320
Canterbury	431	1,013	1,860
Southern	462	1,152	1,663
Other*	9	79	25
TOTAL	8,583	22,206	27,857

Note:

- * The regional category ‘Other’ includes jobs that do not fit into a single region.

The variation across the regions and the decrease in placements from financial year 2023 could be attributed to a range of factors outside of the Ministry's control, including economic conditions, a tightening labour market, employer confidence and processes, population sizes and other factors.

For financial year 2025, the Ministry has now introduced New Work Broker measures and monitors that will help assess Work Broker contribution to supporting clients into employment going forward.

The first measure is the number of employment outcomes that are achieved. Employment outcomes include placements, self-placements (where the client finds their own employment opportunity, but the employer requires a wage subsidy such as flexi-wage or mana in mahi), work exits (where a client has been profiled) and part time employment outcomes (also where a client has been profiled).

Note that profiling is a Work Broker business as usual process where they work with and proactively market a client to employers to create an opportunity where there is no suitable vacancy for the client.

The other measure is for 70% of vacancies that the Ministry lists to be filled by a Ministry client.

Two monitors that have been introduced without targets are:

- Monitoring the percentage of vacancies that are listed with employers new to the Ministry (new meaning that the ministry has not listed a vacancy with this employer for the past 18 months), and
- Monitoring the percentage of placements where the vacancy was listed and closed within 24 hours.

6. *I would like to know the number of Work Brokers and related personnel who have been placed under performance improvement plans due to inadequate performance, as well as the number of employees who have been dismissed for failing to meet performance standards, additionally please provide similar information for case managers and job seeker clients facing disciplinary action for failure to meet expectations. This information is crucial for assessing the effectiveness of MSD's performance management strategies.*

In the 12 months ending 31 October 2024, there were 19 cases where a performance management plan was required across the Ministry. None of these 19 cases involved Work Brokers.

In the 12 months ending 31 October 2024 there were 20 dismissals across the Ministry. None of these 20 dismissals involved Work Brokers.

7. *I request data on the average number of days that job advertisements remain listed online. Additionally, I seek information on how MSD justifies the accredited employers hiring criteria and decisions regarding these positions, particularly in verifying that positions are genuinely confined to individuals residing in New Zealand and that candidates meet the minimum work ready requirements to perform the listed roles as opposed to meeting arbitrary requirements that are unrelated to the minimum requirements to actually perform the work.*

The Ministry lists hundreds of employment opportunities from employers the Ministry has a relationship with on the Kimi Mahi Mai – Find a job website. www.findajob.msd.govt.nz.

The Ministry is unable to provide data on the average number of days that job advertisements remain listed on Kimi Mahi Mai for external vacancies. The job advertisements stay up until the employer has successfully filled the position. Therefore, your request for this information is refused under section 18(e) of the Act as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

However, vacancies that were posted across various sites or channels for roles to work at the Ministry remained listed for an average of 15 days.

You can find information provided to employers looking to hire a migrant on an Accredited Employer Work Visa on the Work and Income website which can be found here: www.workandincome.govt.nz/employers/help-with-recruitment/hiring-migrants.html

8. In the instances where MSD has been unable to find someone capable of performing this work and the accredited employer has been forced to hire from overseas I would like to know what verification of any exists to make sure that the same exact standards that are being used to determine whether someone on the job seeker benefit could or could not do the job as also used to determine whether or not someone that they're importing from overseas is capable of doing the job or whether there are two separate assessment criterias one that is more difficult for people locally verse another that enables them to hire people from overseas.

This part of your request was transferred to the Ministry of Business, Innovation & Employment as outlined in the email sent to you on 2 December 2024.

9. Please include statistics on the number of positions filled through these hiring practices vs the number of such ads listed for accredited employers and any follow-through processes MSD employs to ensure compliance with hiring standards.

The below table provides you with the total number of paid jobs listed with the Ministry and the total number of these positions filled during 1 November 2023 to 31 October 2024, as at 2 December 2024.

Month	Paid jobs listed	Positions Filled
November 2023	2,844	1,272
December 2023	2,244	921
January 2024	3,705	1,506
February 2024	3,672	1,569
March 2024	2,829	1,419
April 2024	3,480	1,068
May 2024	3,843	1,158
June 2024	2,664	1,014
July 2024	3,681	1,266
August 2024	3,372	1,485
September 2024	4,146	1,671
October 2024	4,188	1,608
Total	40674	15960

Note:

- This is the number of jobs listed with the Ministry and positions filled, not the number of clients.
- The same client could have applied for more than 1 opportunity during the period.
- These statistics are as at 02 December 2024 but could be subject to future revision.
- To protect confidentiality the Ministry of Social Development uses processes to make it difficult to identify an individual person or entity from published data.
- These data tables have had random rounding to base three applied to all cell counts in the table.
- Random rounding does not round down to zero, a value of one or two will be rounded to three.
- The impact of applying random rounding is that columns and rows may not add exactly to the given column or row totals.
- The published counts will never differ by more than two counts.

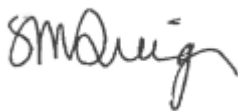
The Ministry has a variety of operational procedures (including verification of business validity through New Zealand Business Number checks where needed and ensuring aspects of job offers such as pay rates comply with New Zealand Employment law) in place that staff follow to ensure the legitimacy of a job advertisement, and by extension the legitimacy of an employer that decides to list a job through the Ministry.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services



Employment Coordinator Client Service Delivery

Our purpose

Manaaki tangata, Manaaki whanau

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

Mana manaaki

A positive experience
every time



Kotahitanga

Partnering for greater impact



Kia takatū tātou

Supporting long-term social
and economic development



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 āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake 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

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*

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 Employment Coordinator supports clients with health conditions, illness or disabilities to access support, training and employment opportunities, enabling them to become independent.

This role actively markets clients with health conditions, illness or disabilities to employers, identifying and matching clients to suitable vacancies, supporting them to make career choices, stay employed and become independent with an emphasis on what a client can do, not their health or disability status. The Employment Coordinator also supports the region's business strategy, regional plan and initiatives related to health or disability.

Location

Various

Reports to

Service Centre Manager

Key responsibilities

Key responsibility area

Labour Market Intelligence from a Health and Disability Perspective

- Gathers, reports and utilises labour market intelligence and relationships to understand labour market characteristics, including trends, the current and future supply and demand environment, existing and potential growth opportunities as well as support services available in the region
- Applies understanding of the labour market to identify employment opportunities for clients with health conditions or disability to engage in employment, and improve matching of clients to opportunities
- Develops an understanding of employers' requirements for HCD clients, liaising as appropriate with employers to determine their business requirements
- Shares labour market intelligence with Service Delivery, assisting them to align their work with clients to labour market conditions and contribute to the development and implementation of innovative strategies and plans
- Identifies risks associated with skills shortages and escalates to the Service Centre Manager, Contracts Manager or service provider as necessary.

Supporting clients into the labour market

- Works collaboratively with Case Managers to understand client skills, abilities, needs and how their capabilities can be enhanced by MSD, other agencies and employers i.e. work placement with support, skill training, work experience
- Coordinates and develops targeted interventions (e.g. contracted courses/programmes, health) that enable clients to enter the labour market, often in collaboration with other MSD employees and external stakeholders
- Builds relationships with clients and, where appropriate, whānau, in order to facilitate a full understanding of client needs and transition them into suitable employment

- Supports client applications for roles by assisting with CV development and interview preparation, undertaking pre-employment checks, help setting up grants and providing clients with career and personal guidance, advice and mentoring
- Supports clients to become work ready by assessing clients against suitable vacancies, referring them to relevant training opportunities and programmes, and promoting clients to relevant employers
- Utilises other agencies to profile and promote clients when appropriate e.g. recruitment agencies
- Identifies and works to address barriers to employment for people with health conditions and disabilities, facilitating preventative support.

Post-placement support for clients

- Facilitates the provision of post-placement support to clients and employers, ensuring proactive and regular contact is maintained to identify and resolve issues, monitor the use of subsidies and facilitate repeat employer business
- Assists potential clients to maintain employment by:
 - negotiating with the employer to keep the position open for the client where possible
 - offering to seek a temporary replacement in situations where the client is likely to be unable to work for only a short period of time or the client is having to reduce hours temporarily or permanently
 - linking clients to appropriate agencies to manage issues that arise from the workplace
- Maintains an ongoing relationship with clients to identify changes in circumstances that require further training or service referrals
- Negotiates with external agencies to access supplementary funding (e.g. when a client's workplace requires modification).

Relationship Management

- Establishes and maintains strong relationships with external agencies and groups that support clients with health conditions, illness or disability as they move towards and into employment, including contracted services, local employers, healthcare and disability providers and professionals, schools and training providers
- Coordinates, attends and facilitates community, industry and employer events and hui in order to maintain strong relationships and build trust and visibility within the community
- Supports the resolution of issues from clients and employers (e.g. navigating health issues, conflict resolution)
- Delivers regional contracts at a local level with industry groups and employers to contribute to employment outcomes.

Marketing and Coordinating MSD products and services for Employers

- Markets clients with health conditions, injury or disability to employers, emphasising the benefits of employing someone from this client group
- Develops knowledge of, and coordinates services available to employers including:
 - vacancy management services such as advertising, promoting and screening job applicants
 - matching employer vacancies to suitable clients
 - supporting employers to understand and facilitate the needs of a person with a health condition, injury or disability
 - promoting, delivering and managing other MSD products and services (e.g. grants, programmes and subsidies), as well as other relevant government and community products and services

offering support and advice to employers relating to any concerns they might have when considering employing a person with a health condition, injury or disability.

Service Centre and Regional Office Support

- Supports Service Delivery employees, sharing insights and advice on health or disability issues, strategies, programmes and employment
- Coordinates the delivery of presentations by other agencies to Service Delivery employees, and where appropriate, clients
- Works collaboratively with the Employment Services team to discuss activity and placements, and monitor targets
- Participates in and contributes to activities and projects within the region as appropriate.

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 experience or knowledge of working within the health and disability sector and the recruitment industry
- National Certificate in Employment Support Level 4 qualification or similar is desirable
- Knowledge of current developments and trends in the labour market, including challenges and issues faced by people with health or disabilities in employment
- Understanding of MSD strategy, values and priorities
- Comprehensive knowledge of relevant MSD products and services
- Promotional/marketing skills and an understanding of key strategies and approaches
- Understanding of relevant policy and legislation
- Detailed knowledge and experience in identifying services and products available to client groups in relation to employment
- Interpret and analyse data to identify trends in health condition, injury and disability services and employment.

Attributes

- Highly effective communication skills
- Strong partnership and network builder
- Effective negotiation and influencing skills
- Flexible, adaptable and pragmatic
- Problem solving, innovation and strategic thinking skills
- Conflict management skills
- Effective marketing skills
- Sound judgement and discretion – the ability to identify risk and issues, evaluate information and evidence and apply discretion to make sound decisions
- Interpersonal skills – ability to engage with people of all levels, demonstrate active listening skills, empathy and manage difficult conversations
- Strong planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively
- 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

- Case Managers
- Work Brokers
- Business Analysts
- Regional Health and Regional Disability Advisors
- Service Centre Managers
- Programme Coordinators
- Employment Coordinators
- Regional Labour Market Team
- Regional Contracts Team
- National Office
- Other MSD Business Units

External

- MSD clients and whānau
- Local employers
- Employers' and Industry groups, associations and agencies
- Training providers and institutions
- Social and support workers
- Contracted providers
- Community groups, providers and NGOs
- Health and disability service providers, including General Practitioners, PHOs, and specialist service providers
- Supported employment agencies and recruitment agencies
- Iwi and Marae
- Other Government Agencies, including DHBs
- Local Government

Other

Delegations

- Financial – No
- Human Resources – No

Direct reports – No

Security clearance – No

Children's worker – No

Limited adhoc travel may be required



Work Broker Client Service Delivery

Our purpose

Manaaki tangata, Manaaki whanau

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

Mana manaaki

A positive experience every time



Kotahitanga

Partnering for greater impact



Kia takatū tātou

Supporting long-term social and economic development



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 āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake 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 hāpori, 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

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*

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 Work Broker proactively establishes and maintains strong relationships and networks with employers, industry and community groups, clients and other key stakeholders within the region to market the sale of MSD products and services.

This role represents MSD in the employment sector. This includes providing advice and assistance to businesses regarding workforce planning, training pathways and recruitment, providing post-placement support to clients and employers, with a particular focus on securing and connecting clients with vacancies and other opportunities for suitable clients.

The Work Broker also gathers and utilises labour market intelligence to identify gaps in the labour market and inform strategic planning.

Location

Various

Reports to

Manager Regional Employment

Key responsibilities

Labour Market Intelligence, Strategy and Planning

- Gathers and reports labour market intelligence, utilising relationships to understand labour characteristics, including trends, the current and future supply and demand environment, existing and potential growth opportunities and skills gaps, and business expansion issues facing employers
- Applies understanding of the labour market to identify employment opportunities for clients, target industry groups and industry partnerships
- In collaboration with Service Delivery, utilises labour market intelligence (seasonal, local, national and international) to contribute to the development and implementation of innovative strategies and plans
- Shares labour market intelligence to internal and external stakeholders, assisting them to align their work with clients to labour market conditions
- Identifies risks associated with skills shortages and escalates to the Work Services Manager, Contracts Manager or service providers as necessary.

Marketing and delivery of MSD products and services to employers

- Develops and manages tailored recruitment campaigns with employers, including:
 - providing vacancy management services
 - assisting employers in the development and implementation of the advertising, promotion and screening process
 - sourcing, screening and referring suitable clients that best meet the employer needs and promoting them to employers
 - utilising regional funding to strategically support training initiatives to fill employment and industry skills gaps
 - strategically developing candidate specifications in conjunction with the employer to increase the chance of clients meeting expected standards
 - ensuring the most effective use of support packages including wage subsidies, in work support and training subsidies.

- Promotes, delivers and makes recommendations regarding MSD work products and work services (e.g. grants, programmes and subsidies), as well as other relevant government and community products and services, ensuring to monitor usage and update on changes
- Proactively seeks out new employment opportunities that best suit the available talent pool of job seekers, engaging in clear communication with employers to manage their expectations and ensure sustainable outcomes for clients
- Promotes and sells MSD work products and work services to clients and employers to encourage employers to create employment opportunities, and enable clients to access them
- Responds to regional demands to initiate, coordinate and facilitate a variety of employment events and expo's
- Leads, participates in and contributes to tasks and projects within the region as appropriate
- Stays up to date with MSD products and services, sharing insights and information with Service Delivery employees
- Works collaboratively with Service Delivery employees who work with employers and industry groups to coordinate, oversee and facilitate restructuring and/or redundancy support.

Relationship Management and Networking

- Establishes and maintains effective relationships and networks with external agencies and groups that can assist in creating opportunities for employment, including:
 - employers to understand their resourcing needs, develop employer packages, provide advice, build rapport and encourage repeat employer business
 - training providers to identify training programmes and courses, connecting them with relevant employers to streamline recruitment
 - agencies that provide support services to clients with complex needs to understand how these can be utilised by employers and client candidates
 - community groups, leaders, iwi partners, local government and other key stakeholders to identify opportunities for clients, assist with community projects that create jobs for our clients, understand needs and collaborate strategically on achieving work outcomes for clients
 - agencies that support employers on relevant compliance issues.
- Communicates MSD priorities and goals to employers and relevant strategic partners including professional bodies, local government and industry sector groups, to facilitate alignment and encourage employers to create opportunities for clients
- Facilitates and attends employer network meetings and community and industry events to build and maintain relationships and market MSD products and services
- Manages and implements local relationships with industry groups and employers who have national contracts to contribute to employment outcomes
- Facilitating recruitment of clients to Industry Partnerships programmes to achieve both regional and national employment outcomes
- Works with Case Managers to ensure clients are receiving full and correct entitlements.

Supporting clients into the labour market

- Supports Service Delivery and contracted services to establish client pathways which staircase clients into employment and aligns with both the assessment and labour market conditions
- Where necessary, supports client applications for suitable roles, providing clients with career guidance, advice and mentoring and evaluating clients for vacancies

As required, ensures post-placement support is provided to clients and employers, maintaining regular and proactive contact to identify and resolve issues, identify changes in circumstances, monitor the use of subsidies and facilitate repeat employer business.

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

Know-how

- Relevant experience or knowledge of working within the recruitment industry
- Knowledge of current developments and trends in the labour market including issues and opportunities
- Comprehensive knowledge of and ability to deliver relevant MSD products and services
- Knowledge of Government practices, processes and priorities
- Ability to collect and understand data, conduct effective analysis and interpret meaningful trends
- Understanding of MSD strategy, values and priorities
- Promotional/marketing skills and an understanding of key strategies and approaches
- Understanding of relevant policy and legislation, including employment law

Ability to identify risks faced by MSD in both the community and employment area.

Attributes

- Strong partnership and network builder
- Highly effective communication skills, including public speaking
- Flexible, adaptable and pragmatic
- Effective marketing, negotiation and influencing skills
- Conflict management skills
- Strong business acumen
- Outcomes focused
- Problem solving, innovation and strategic thinking skills
- Interpersonal skills – the ability to engage with people of all levels, demonstrate active listening skills, empathy and manage difficult conversations
- Resilient and able to stay calm under pressure
- Strong planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively
- 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

- Manager Regional Employment
- Case Managers
- Employment Co-ordinators
- Regional Team
- Regional Labour Market Team
- Programme Co-ordinators
- National Office
- Capability Developers
- Job Connect
- Other MSD business units

External

- Employers
- MSD clients, agents, and whānau
- Employers' and Industry associations, groups and agencies
- Training providers and institutions
- Contracted providers
- Industry training organisations (ITO's)
- Iwi and Marae
- Community groups, providers and NGOs
- Other Government Agencies, including Department of Corrections
- Local Government
- Chambers of Commerce and Regional Development Agencies
- Recruitment agencies
- Professional bodies

Other

Delegations

- Financial – No
- Human Resources – No

Direct reports – No

Security clearance – No

Children's worker – No

Limited adhoc travel may be required