



15 April 2025

Tēnā koe

Official Information Act request

Thank you for your email of 18 March 2025 to our Taranaki Regional office, requesting information about the Ministry of Social Development (the Ministry)'s Youth Service remuneration tier system and qualifications.

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

The Youth Development Specialist position sits in band B05 of the Core Salary Ranges for MSD staff roles.

The Ministry's Core Salary Ranges consists of 13 Steps, which you will find in Table One in this response, below.

We have salary guidance for managers to follow when deciding a starting salary for new appointees.

As part of the annual remuneration progression, people in the Youth Development Specialist role will automatically progress to their next step in the B05 pay range on 1 October each year, unless they:

- are paid at or above step 13.
- have been in their role for less than three months during the review period (1 October to 30 September).
- have received a salary increase in the preceding three months of the progression date, for any reason other than a salary range movement or a job-size change.
- were appointed to a new role with an equivalent or greater salary increase than the upcoming progression step.
- have received written advice that their progression is at risk because they are not performing at the required level, e.g. they're on a 'performance improvement plan' or not participating in Te Ara Piki (our capability and development pathway).

While there is no specific qualification required for the Youth Development Specialist role, to be helpful, I provide as an attachment:

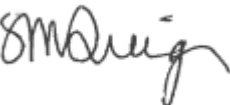
- **Appendix:** Ministry of Social Development Youth Development Specialist Position Description.

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. 

Anna Graham
General Manager
Ministerial and Executive Services



• **Table One: Ministry of Social Development's Core Salary Ranges for the 13 Steps in band B05 range**

Step	1	2	3	4	5	6	7	8	9	10	11	12	13
B05	\$78,222	\$80,281	\$82,339	\$84,398	\$86,456	\$87,691	\$88,926	\$90,161	\$91,395	\$92,219	\$93,042	\$93,865	\$94,689



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Youth Development Specialist Client Service Support

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 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

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

Empower rangatahi (young people) through intensive, wrap-around support to achieve sustainable education, training, work-based learning or employment and become resilient, successful and independent members of our community.

Location

Various

Reports to

Service Manager, Youth Service

Key responsibilities

Enrolment and needs assessment

- Manage the enrolment of rangatahi into the Youth Service, promoting the benefits of their participation and ensuring obligations are clearly understood.
- Work together with rangatahi to complete a needs assessment using a strengths-based approach to identify their personal circumstances, barriers that may affect their participation and appropriate interventions.
- Provide advice and information to rangatahi on their eligibility for financial support and assist them to apply.
- Work alongside rangatahi to develop a Youth Service Plan with milestone activities and goals tailored to the individual.

Intensive wrap-around support

- Mentor rangatahi by developing a trusting relationship, supporting their successes and challenges, and providing intensive support and guidance to empower ownership of their goals.
- Meet regularly with rangatahi to review their Youth Service Plan, achievements and goals, and work with them to develop strategies to stay on track.
- Facilitate access to appropriate services, such as drug and alcohol, mental health and behavioural programmes, to improve health and wellbeing, supporting rangatahi to independence.
- Support rangatahi to strengthen their identity and resilience by encouraging connections with their culture, family/whanau and community.
- Facilitate and/or attend meetings between the family/whanau and other service providers to support rangatahi, as required.
- Complete an Exit Plan with rangatahi and provide support for a smooth transition from the service.

Relationship management

- Identify and cultivate positive relationships with schools, service providers, iwi, community groups, family/whanau and government agencies, to share information, coordinate wrap-around support and connect rangatahi with the right services.

- Work collaboratively with stakeholders to develop strategies and solutions to break down barriers preventing rangatahi from achieving sustainable education, training, work-based learning or employment.
- Contact the appropriate agencies where there are safety and/or security concerns relating to rangatahi.

Youth development programmes

- Promote the Youth Service by participating in school and community events and activities so that rangatahi and the wider community are aware of the help and support available for youth.
- Plan and facilitate the delivery of outcome-based programmes and workshops to equip rangatahi with the tools, information and knowledge to help prepare them for their future.
- Plan youth events, including the coordination of budget proposals and logistics, and provide leadership on the day to ensure events run smoothly and objectives are achieved.
- Evaluate the effectiveness of youth programmes to ensure that learning objectives remain relevant and investment adds value to the Youth Service.

Knowledge

- Maintain up-to-date knowledge of MSD's strategic direction, youth development strategies and best practice models, youth service policy, relevant legislation, products and services
- Keep abreast of current issues affecting youth and any new information in youth development, services and trends.

Information management and privacy

- Maintain complete, robust and up-to-date client record information in business systems and record all engagement and activities with rangatahi in the Youth Service tool, to track their progress and ensure a consistent experience
- Maintain the integrity of sensitive and confidential information ensuring it is only disclosed to those with appropriate authority, to protect privacy and confidentiality.

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

- Experience mentoring and motivating youth, working with them to achieve sustainable outcomes
- In-depth knowledge of the opportunities provided by services and support groups within the community
- Proven ability to work collaboratively with a range of stakeholders to achieve mutually beneficial outcomes
- Experience planning, facilitating and delivering successful outcome-based programmes for youth
- A relevant tertiary qualification and/or equivalent experience preferred.

Attributes

- Interpersonal skills – ability to relate and engage with rangatahi from diverse backgrounds and cultures, some with complex and challenging needs, and manage difficult conversations confidently and with empathy
- Proven ability to develop trust and credibility and handle confidential and privileged information sensitively, influence without position and negotiate successful outcomes
- Situational awareness – ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
- Relationship management skills – able to develop and maintain effective working relationships across varied stakeholder groups
- Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
- Flexible, adaptable and pragmatic – ability to adapt to competing demands in a busy and changing environment, and take the initiative
- Excellent written and verbal communication skills – able to communicate clearly and concisely, adapt communication style to the needs of the audience
- Highly organised - approaches tasks and situations pragmatically and efficiently
- 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

- Youth Service Support Unit
- Case Managers
- Programme Coordinators
- Work Brokers
- Service Delivery managers and employees
- Regional managers and employees
- Other MSD business units

External

- Rangatahi (young people)
- Family/whanau
- Education sector
- Employers
- Service providers
- Community groups and social services
- Local hapū, iwi and Māori communities
- Pasefika communities
- Oranga Tamariki - Ministry for Children social workers
- Non-government organisations
- Other government agencies

Other

Delegations

- Financial – No
- Human Resources – No

Direct reports – No

Security clearance – No

Children's worker – Yes (Core)

Driver's Licence required

Position Description Updated: July 2022