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| Processing Officer Client Service Support |
| Our purpose **Manaaki tangata, Manaaki whanau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs 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 |
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| ****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 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. |
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| 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
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| ****He Whakataukī\***** |
| 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

Administer the process for clients in receipt of a benefit or pension who have lived and/or worked overseas to test their eligibility for overseas payments, in accordance with New Zealand's legislation, social security agreements and other arrangements, ensuring an equitable financial support system for all New Zealanders. To deliver quality service to our clients so that they have a positive experience every time they engage with MSD.

Location

Various

Reports to

Service Manager Centralised Services

## Key responsibilities

Client needs assessment

* Assess overseas residence to determine if clients meet the overseas pension/benefit eligibility criteria and are required to apply for an overseas benefit or pension, in accordance with legislation, social security agreements and other arrangements
* Assess the reasonable steps criteria and clients’ circumstances to determine whether the process must continue or cease
* Assess the medical criteria for clients with overseas residence to determine if they meet the medical and testing criteria, so that an application for an overseas pension is made
* Review clients that are already in receipt of an overseas payment to ensure that verification of the benefit or pension is retained on the client record
* Collate and review clients’ information to ensure all overseas pension applications are accurate and complete so that that the overseas agency can determine an eligibility outcome
* Collate, track and monitor work using a reporting tool so that follow up processes are maintained
* Assess and process information into business systems so that client records are accurate, and they receive the appropriate entitlement
* Review and update client changes in circumstances to ensure accurate client records.

Communication and engagement

* Actively engage with clients to gain an understanding and a comprehensive view of their particular circumstances, and provide them with the support necessary to complete overseas application forms and understand their legal obligation
* Provide information and advice to clients and/or their representatives so that they understand what support and assistance is available to them and how to access it
* Actively engage with overseas agencies and/or other stakeholders to source necessary information on behalf of clients so that applications can be completed, and clients are supported
* Engage with clients and/or stakeholders to review or request information and determine the appropriate support and entitlement
* Engage with clients and/or their representatives to explain the rationale for a decision and afford them the opportunity to provide any further information that needs to be considered
* Follow up an overseas benefit or pension eligibility outcome with clients and/or overseas agencies if one has not been provided, to ensure clients are receiving the appropriate financial assistance.

Knowledge

* Maintain up to date knowledge of MSD’s strategic direction and specialist knowledge of social security agreements and arrangements, policy and practice, relevant legislation and products and services. This ensures support and assistance is provided to clients, their families and other stakeholders.
* Utilise knowledge and experience to contribute to the review of decision process, including committees and hearings and requests for information.

Advisory support

* Provide specialist information and advice on the process to apply for overseas payments and social security agreements to internal and external stakeholders, so that accurate information can be provided to clients and the appropriate action taken.

Relationship management

* Develop and maintain collaborative relationships with internal and external stakeholders, to ensure the effective sharing and flow of information and provide a seamless service.

Information management and client privacy

* Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client and ensures a consistent client experience across delivery channels
* Ensure client information is stored securely and only disclosed to those with appropriate authority to protect client privacy and confidentiality
* Use the approved information sharing method with the appropriate overseas agencies so that client details are protected at all times.

## 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

* High level of skill, experience and understanding of overseas pensions and social security agreements
* In-depth knowledge of relevant MSD products and services and detailed knowledge of the resources available from government agencies, providers and the community
* Sound knowledge of relevant legislation, regulations, policy and how they apply

## Attributes

* Exercises sound judgement and discretion – able to assess individual situations or circumstances, to evaluate information and evidence and required to regularly apply discretion to make quality judgements and decisions
* Interpersonal skills – ability to relate to people with diverse backgrounds and at all levels, demonstrate active listening skills, empathy and the ability to manage difficult conversations confidently
* Relationship management skills – able to develop and maintain effective working relationships
* Excellent written and oral communication skills – able to communicate clearly and concisely across multiple channels, adapting communication style to the needs of the audience
* Utilises effective problem-solving techniques
* Attention to detail – accurately complete processes and tasks, able to identify errors or omissions, keeps track of changes
* Resilient and able to stay calm under pressure
* Time management – ability to prioritise work, often within tight timeframes and under pressure
* Flexible, adaptable and pragmatic – ability to adapt to a busy and changing environment and take the initiative
* Numeracy at NCEA level 2 or equivalent
* Proficient in using IT and business applications and systems
* 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

* Contact Centre Services staff and managers
* International Policy
* Legal Services
* Manager, Centralised Services
* Operational Policy and Practice
* Regional Services case managers and managers
* Other MSD business units

External

* Clients and/or their representatives
* Community groups
* Members of the public
* New Zealand Translation Services
* Reciprocal overseas social security agencies
* Other government agencies

## Other

Delegations

* Financial – No
* Human Resources – No

Direct reports – No

Security clearance – No

Children’s worker – No

**Position Description Updated:** April 2021