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| Integrated Services Case Manager  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 | |
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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 | | |
| ****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 role of the Integrated Services Case Manager (ISCM) is to assess the complex needs of the most at-risk families and individuals referred to them and link in appropriate services to meet their needs. ISCMs will work with key agencies to develop comprehensive plans to address clients’ needs and provide ongoing monitoring/reporting on progress and outcomes achieved for each family or individual.

Location

Service Centre

Reports to

Manager Client Service Delivery or Service Manager Client Service Support

## Key responsibilities

Knowledge

* Maintain up to date knowledge of MSD’s products and services, local labour markets, contracted providers and wider social services to ensure they can provide all the assistance available for clients.

Provide financial assistance

* Provide accurate advice and assistance to resolve the client's immediate needs
* Provide all the help available within MSD operational policy to ensure clients receive appropriate financial assistance for their needs
* Make good decisions and consider each client’s situation and the potential impacts of decisions made, to ensure the client/client and their family are supported.

Interaction and communication with clients

* Culturally aware, and uses an open, courteous and empathetic manner in all interactions to build trust and rapport with clients and ensure they are listened to and understood.
* Show Manāakitanga: welcome and make clients feel at ease to facilitate open engagement and demonstrate Service Delivery’s desired client culture.

Assessing needs

* Listen empathetically and gather information from clients using open ended questions and active listening skills to understand their unique needs and assess which products and/or services would be the most appropriate
* Identify clients with emergency housing needs and work together with clients to provide access to housing assistance as appropriate.

Build and maintain ongoing relationships

* Proactively build and maintain client relationships to develop a deeper understanding of their situation and provide effective ongoing support
* Develop an understanding of the wider organisation to help build relationships and linkages between colleagues and external providers (where applicable) to ensure a seamless service is provided.

Planning

* Work hand-in-hand with clients to develop an individualised plan of action, proactively initiate coaching conversations and drive shared responsibility for the achievement of desired outcomes.

Promoting self-service

* Encourage the use of self-services for clients to improve their ability to access our services.

Influencing

* Work with clients to influence them to take up training, work readiness and employment opportunities where appropriate, to help each client to maximise their potential.

Referral to specialist services

* Connect clients to internal and external providers of specialist services using MSD's formal referral process to help clients with specific needs achieve their potential outcomes.

Proactive transitional support

* Proactively provide clients who have recently stopped receiving financial assistance from MSD with continued advice and access to MSD’s resources to support sustained independence.

Review of decision

* Attempt to resolve any issues when they are first raised and engages others as needed to assist the client, to provide clients with fast resolution wherever possible
* Where required, manages Reviews of Decision, Benefit Review Committee hearings and Requests for Information to uphold MSD’s policy and legislative requirements.

Maintain up-to-date records and client privacy

* Maintain complete, concise and up-to-date client record information to inform effective decision making that supports the client and ensures a consistent client experience across MSD's delivery channels
* Ensure client information is stored securely and only disclosed to those with appropriate authority, to protect client privacy 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

* Up to date knowledge of local community and labour market issues, problems and opportunities in relation to issues facing families within the region
* Demonstrated ability to build and maintain strong relationships, including with external stakeholders
* Detailed knowledge and experience in identifying, processing and maintaining benefits to ensure clients get all the available assistance to meet their needs
* Sound knowledge of relevant legislation/regulations/policies and understanding of how it applies to clients/families
* Extensive knowledge and experience in the delivery of Service Delivery products and services, particularly in relation to case management and vacancy referrals
* In depth knowledge of work activity and social service providers
* Demonstrated ability to analyse data from multiple sources and write quality reports fit for purpose

## Attributes

* Exceptional verbal communication style and active listening skills
* Ability to adapt communication style to a range of situations
* Able to demonstrate an ability to provide good customer service
* Excellence in customer service and people relationship skills
* Takes accountability for quality and accuracy
* A good level of computer literacy and keyboard skills
* A good level of numeracy and literacy skills
* Able to analyse information and solve problems
* Effective interpersonal and team skills
* Proficient in using IT and Business applications
* Strong self-management skills
* A high standard of personal presentation
* Ability to adapt to a busy and changing environment
* Willingly shares knowledge and actively 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

* Manager Client Service Delivery
* Service Manager Client Service Support
* Case Managers and service centre staff
* Family Violence Response Coordinator
* Benefit Integrity Services
* Community, Partnerships and Programmes

External

* Oranga Tamariki
* Community link partners eg. Police, Housing New Zealand, budget advisory services
* Other government agencies, non-government organisations and service providers

## Other

Delegations

* Financial – No
* Human Resources – No
* Direct reports – No

Security clearance – No

Children’s worker – No

Limited adhoc travel may be required

Access support services provided by the Service Delivery and the Ministry to support own health and wellbeing e.g. EAP, peer support, and professional supervision.

**Position Description Updated:** January 2024