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| Integrity Intervention Officer Integrity and Debt |  |
| 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. | |
| 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 | | |
| ****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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| ****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* | | | |

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| Position detail |
| **Overview of position**  Compare and analyse information received through information sharing and data matching with government agencies and based on these assessments, clarify clients’ circumstances and take the appropriate action. This ensures that clients are receiving correct entitlements and MSD has early detection of client payment integrity risk. To deliver quality service to our clients so that they have a positive experience every time they engage with MSD.  **Location**  Lower Hutt  **Reports to**  Service Manager Centralised Services |
| Key responsibilities **Client Needs Assessment**   * Assess, analyse and compare client’s information as a result of data matching and information sharing agreements with multiple agencies to ensure data integrity * Review information in business systems and take corrective actions, establishing overpayments/arrears and modifying payment rates, so that clients receive the appropriate entitlement * Process requests for information from external government agencies to assist in the decision making process to confirm a candidates suitability for New Zealand residency and/or work * Review and update client changes in circumstances to ensure accurate client records and eligibility to financial assistance * Highlight trends and patterns that indicate fraud in client engagement with MSD by reporting on repetitive adverse behaviour, so that high risk clients are identified and engaged earlier.   **Communication and Engagement**   * Actively engage with clients to clarify and to have a comprehensive view of their circumstances to provide the appropriate support and advice * Inform clients of their obligations to notify MSD of any change that may impact entitlements and the consequences if change is not notified, so that they can make informed decisions * Provide advice to clients on MSD debt repayment options and strategies to avoid or minimise overpayments * Provide information and advice to clients and/or their representatives so they understand what support and financial assistance is available to them and how to access it * Engage with clients and/or their representatives to explain the rationale for a decision and afford them the opportunity to provide any further information to be considered * Refer clients to internal and external providers of specialist services to help clients with specific needs (health and financial) to achieve quality outcomes * Promote the use of self-service channels to improve client experience.   **Knowledge**   * Maintain up to date knowledge of MSD’s strategic direction, information sharing and data matching policy and practice, relevant legislation, MSD products and services and wider social 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.   **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 MSD 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. |
| Embedding Te Ao Māori |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of 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 |
| * 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 * High level of technical skill and experience in data matching and analysis and information sharing * In-depth knowledge of relevant MSD’s 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 * 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 with internal and external stakeholders * Excellent written and oral communication skills – able to communicate clearly and concisely across multiple channels, adapting communication style to the needs of the audience * Numeracy at NCEA level 2 or equivalent |
| Attributes  * Utilises effective problem solving techniques * Proficient in using IT and business applications and systems * Attention to detail – accurately complete processes and tasks, able to identify errors or omissions, keeps track of changes * 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 * Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve team goals * Resilient and able to stay calm under pressure. |
| Key Relationships |
| **Internal**   * Integrity Intervention Centre staff and managers * Regional Services case managers and managers * Legal Services * Business Process Management and Client Service Support teams * Other MSD business units   **External**   * Clients and/or their representatives * Advocacy groups * Employers * Members of the public * Other government agencies |
| Other |
| **Delegations** |
| * Financial – No * Human Resources - No   **Direct reports** - No  **Security clearance** -No  **Children’s worker** - No |
| Limited adhoc travel may be required  May require after hours work |