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| 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 | |
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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 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