# Ministry of Social Development logo

# Programme Coordinator

# Client Service Delivery

## 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.

## Our strategic direction



## Our Values



## 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.

## The outcomes we want to achieve

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| --- | --- | --- |
| 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\***

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| --- | --- |
| 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 Programme Coordinator identifies, promotes and monitors contracted and community programmes to ensure that MSD clients can access the programmes, training, and courses they need to up-skill and enhance their ability to secure sustainable employment.

The Programme Coordinator manages effective relationships and networks with training providers, community groups and other key stakeholders, to support clients move into employment.

The role provides advice, information and support to MSD employees, enabling clients to be assisted to access opportunities that will support them to overcome barriers, prepare and move into a sustainable future.

### Location

Various

### Reports to

Service Centre Manager or Regional Contracts Manager

## Key responsibilities

### Relationship Management

• Establishes and manages effective relationships and networks with training providers, community groups and other key stakeholders, acting as the point of contact to facilitate access to MSD products and services, and support clients’ move from training into employment

• Works collaboratively with other Programme Co-ordinators and Service Delivery employees to discuss and resolve concerns, stay up to date with initiatives, practices and activity, share learnings and collaborate to achieve regional goals

• Liaises with contracted providers, Service Delivery employees, regional and national contracts teams to inform them of referrals data and course outcomes, discussing performance and resolving any issues with contracted providers, to ensure clients outcomes are maximised

• Supports the development and implementation of local Industry Partnerships to help fill industry gaps for specific skill sets and contribute to the achievement of regional employment outcomes.

### Identifying, Promoting, Marketing and Coordinating Programmes

• Identifies client skills gaps and labour market gaps in order to advise Service Centre and Contracts Managers on regional and local contracts and ensure services available are relevant to meet the needs of the diverse labour market

• Recommends and contributes to the purchase of programmes that align to and meet the needs of regional strategies

• Actively markets and promotes contracted services to Service Delivery and clients to maximise occupancy levels in contracted programmes, including developing effective resources and materials as necessary

• Markets and promotes external training programmes to Service Delivery employees and clients, including coordinating presentations by other agencies or providers

• Markets, promotes and facilitates access to MSD products and services to contracted providers and external organisations to encourage employers to create employment opportunities, and enable clients to access them

• Develop referral processes and coordinates access to, and provision of, contracted services to a broad range of clients with differing training and employment needs, which could include coordinating the Limited Service Volunteer (LSV) Programme

• Contributes to the planning and organisation of programmes to ensure effective allocation of programmes across the region

• Participates in and contributes to activities and projects within the region as appropriate

• Responds to regional demands to initiate, coordinate and facilitate a variety of events and expositions.

### Monitoring, Reporting and Planning

• Monitors programme referrals, attendance and client outcomes and shares the insights and information on performance with Service Centre and Contracts Managers to ensure MSD and government targets are being met, and inform purchase decisions

• Advises the Regional Contracts Manager on current and future contracted training requirements, utilising advice from Service Delivery employees on client barriers to employment

• Monitors the quality of referrals to ensure appropriate decisions are being made that are in the best interest of the client and MSD, and utilises performance outcomes to support managers in coaching and developing Service Delivery employees

• Stays abreast of local labour market characteristics (including market, seasonal and client trends, opportunities and forecasts), working collaboratively with other MSD employees to ensure the design of employment strategies and solutions meets the needs of clients and the labour market.

### Issue Resolution

• Acts as the point of contact for training providers to provide advice, problem solve and facilitate the resolution to any issues as they arise

• Escalates issues where appropriate to the Service Centre Manager and the Regional Contracts team.

### Service Centre Support, Regional Support and Client Support

• Supports Service Delivery employees with the provision of expert advice and knowledge of providers and contracts to ensure referrals are made to the appropriate programmes that enable clients to staircase to employment

• Works with Service Delivery to determine, plan for and organise the right interventions and pathways for clients to support them towards goals and training and employment outcomes

• Leads, participates in and contributes to the referring of clients to appropriate programmes including supporting facilitating seminars, sourcing suitable clients and promoting programmes to clients

• Supports clients to become work ready by understanding client’s individual needs, assessing which products and/or services would be most suitable for their needs, and referring them to relevant services

• Facilitates the provision of post placement support to assist clients to maintain sustainable employment.

## 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

• Comprehensive knowledge of relevant MSD products and services

• Comprehensive knowledge of training providers and employment programmes

• Previous relevant coordination experience, as well as promotional/marketing experience

• Knowledge of current developments and trends in the labour market, including challenges and issues faced by people with health or disabilities in employment

• Interpret and analyse data to identify trends

• Understanding of MSD strategy, values and priorities.

## Attributes

• Highly effective communication and presentation skills

• Strong network and relationship builder

• Flexible, adaptable and pragmatic

• Good judgment and problem-solving ability

• Effective planning, self-management and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively

• Effective marketing and negotiation skills

• Outcomes focused

• Interpersonal skills – ability to engage with people of all levels, demonstrate active listening skills, empathy and manage difficult conversations

• Sound judgment and discretion – the ability to identify risk and issues, evaluate information and evidence and apply discretion to make sound decisions

• 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

* Service Centre Managers
* Contracts Manager
* Case Managers
* Work Brokers
* Employment Coordinators
* Regional Contracts Team
* Learning & Continuous Improvement Group
* Labour Market Team
* Regional Commissioner
* Regional Directors
* Health and Disability Advisors
* Job Connect
* LSV Coordinators
* Other MSD Business Units

### External

* Training providers and tertiary institutions
* Community groups, providers and NGOs
* Contracted providers
* Iwi and Marae
* Other Government agencies, including Corrections
* Local Government agencies
* Health and disability providers
* MSD clients and/or their agents, and whānau

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Willing to travel to fulfil job requirements.

**Position Description Updated:** September 2020