# Ministry of Social Development logo

# Care Coordinator, Forensic Coordination Service – Intellectual Disability

# Disability Support Services

## 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 Care Coordinator coordinates services for tāngata whaikaha under the Forensic Coordination Service.

**Forensic Coordination Service**

The Forensic Coordination Service – Intellectual Disability coordinates the safe management of tāngata whaikaha within the High and Complex Framework. The High and Complex Framework provides a pathway for offenders with an intellectual disability away from the criminal justice and mental health systems towards more appropriate disability services.

Under the High and Complex Framework tāngata whaikaha are subject to the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 or may be ‘civil clients’ under other orders of the Court or transitioning after Intellectual Disability (Compulsory Care and Rehabilitation) orders have ended.

The Forensic Coordination Service works alongside the Courts and other referral agencies to coordinate the entrance of eligible tāngata whaikaha into the framework. This includes the care and rehabilitation within the framework, ensuring their rights are upheld, including good lives principles and aspirations, and the appropriate progression of tāngata whaikaha from the framework.

The services are a mix of clinical and administrative, delivered with an ongoing commitment to both clinical and administrative excellence.

### Location

Various

### Reports to

The Care Coordinator, Forensic Coordination Service – Intellectual Disability reports to the Manager, Forensic Coordination Service which sits in the Disability Support Services Business Unit.

The purpose of the Disability Support Services Business Unit is to transform how supports are provided to disabled people and their whānau who need support to live the lives they choose.

## Key responsibilities

### Needs assessment

• Conduct assessments (and re-assessments) alongside tāngata whaikaha and their whānau, ensuring all needs are identified and assessed.

• Ensure a comprehensive needs assessment is initiated and completed for all eligible tāngata whaikaha. Ensure these are complaint with Needs Assessments Standard Coordination guidelines, Standards for Needs Assessment and Forensic Coordination Service – Intellectual Disability policies and processes.

• Carry out assessments in response to the diverse needs of tāngata whaikaha including ethnicity, disability, sexuality, gender, and age etc.

• Ensure tāngata whaikaha know their rights and the process of requesting a review.

• Support tāngata whaikaha and their whānau to hold meaningful expectations and aspirations for their lives.

### Service Coordination

• Identify all funded and non-funded services and support options for tāngata whaikaha.

• Coordinate a package of care, in consultation with tāngata whaikaha and whānau (as appropriate), ensuring it is based on their assessed and prioritised needs and consistent with the Court approved Care and Rehabilitation Plan.

• Ensure support is timely and complaint with Needs Assessments Standard Coordination guidelines, Standards for Service Coordination and Forensic Coordination Service policies and processes.

• Fully involve tāngata whaikaha and whānau to ensure plans will be responsive to their needs.

• Coordinate service planning within and across regions to ensure personal and transition plans link functionally between agencies.

### Review process

• Ensure the review process is effectively managed.

• Ensure appropriate processes are established with tāngata whaikaha to review their plans. Ensure these are in accordance with review guidelines and the mandated requirements of the service user group, Court reporting, scheduled reviews and or reviews if their needs change.

### Document management

• Ensure needs assessment and service coordination documentation is accurate and up to date.

• Ensure contractual standards for Needs Assessment Service Coordination services are always complied with.

• Ensure statutory documentation requirements are always complied with.

• Ensure you obtain written consent from tāngata whaikaha on documentation as required or prior to accessing assessment material including specialist and expert assessments.

• Maintain and complete clear and accurate records using the service’s documentation systems and processes.

• Support audit processes as required.

• Produce and provide accurate reports and statistical records as required.

• Ensure appointment schedules are kept up to date so that urgent and non-urgent referrals to the service are efficiently managed within the available resources.

### Relationship management

• Build and maintain collaborative and positive relationships across Disability Support Services (DSS).

• Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.

• Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata Whaikaha Māori, whānau and providers reflecting their concerns and aspirations.

• Ensure referral guidelines are followed.

### Knowledge capital

• Maintain a working knowledge of relevant legislation, available services, policies, and processes as related to the Forensic Coordination Service including but not limited to:

o Intellectual Disability (Compulsory and Rehabilitation Care) Act 2003

o Criminal Procedure (Mentally Impaired persons) Act 2003

o Mental Health (Compulsory Assessment and Treatment) Act 1992

o Protection of Personal and Property Rights Act 1988 and service standards of practice including confidentiality protocols

o Privacy Act 1993

o Health Information Privacy Code 1994

o Health of Older People’s Strategy

o New Zealand Disability Strategy

o Needs Assessment Service Coordination Guidelines

• Remain up to date with changes to legislation, processes and policies as required. Participate in training to upskill and share resources with the team.

### Continuous quality improvement

• Contribute to continuous quality improvement activities within the service.

• Seek opportunities for continuous improvement to increase the effectiveness of the team.

• Provide a good standard of care to tāngata whaikaha and whānau and be responsive to requests or complaints.

• Comply with all required standards to work to improve satisfaction for tāngata whaikaha.

• Provide advisory support to affiliated sectors on service processes.

### Relationship management

• Build and maintain collaborative and positive relationships across DSS.

• Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.

• Work proactively with partners in ways that are most likely to deliver tangible benefits for disabled people and tāngata whaikaha Māori.

• Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata Whaikaha Māori, whānau and providers reflecting their concerns and aspirations.

### Administration

• Complete administration tasks as required for your role, ensure your desk file is up to date and complete delegated tasks as required.

### Risk management

• Participate in risk minimisation activities and keep your manager informed of any risk issues that may impact on the success of DSS.

• Comply with the reportable events policy and other policies and procedures as required.

### Embedding accessibility

• Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs. What does the person need to do, to what/whom, with what outcome?]

## 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 tertiary qualification and or equivalent experience.

• Specialist knowledge and understanding of service coordination (desired but not essential).

• Experience working with the disability community.

• Knowledge of relevant legislation such Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 and The Criminal Procedure (Mentally Impaired Persons) Act 2003.

• Experience using facilitation and problem-solving strategies.

• Frontline client care experience with Intellectual Disability clients is necessary of additional duties agreed to be of that nature.

• Awareness of or understanding of Te Tiriti o Waitangi.

## Attributes

* Excellent organizational skills and good attention to detail
* Highly effective communication skills
* Strong relationship management and interpersonal skills – able to establish, build and maintain effective relationships with key stakeholders
* Ability to perform under pressure.
* Able to prioritise in an often busy and complex environment and apply sound judgement when dealing with competing deadlines
* Excellent interpersonal skills – adapts to the needs of the audience, able to influence others to accept ideas
* Able to work in a team environment, demonstrate initiative, adapt and cope with continuing change.
* Analytical Skills – demonstrates clarity of thinking, defines problems well, produces advice that is targeted towards business outcomes
* High integrity and accountability.
* Exercises sound judgement.
* Flexible, adaptable, and pragmatic
* Strong client focus

## Key relationships

### Internal

* Forensic Coordination Service team
* DSS kaimahi

### External

* Disabled people and tāngata whaikaha Māori
* Families/whānau of disabled children
* Ara Poutama Aotearoa - Department of Corrections
* Ministry of Justice
* Manatū Hauora - Ministry of Health
* New Zealand Police
* Regional Intellectual Disability Supported Accommodation Service
* Regional Intellectual Disability Secure Services
* Crown Law Office
* Needs Assessment Service Co-ordination Association
* Health professionals
* Non-government organisations
* Disability service providers

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: Yes

Limited ad hoc travel may be required.

**Position Description Updated:** December 2024