# Ministry of Social Development logo

# Connector

# 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 harakekeKei 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 flaxbushWhere 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 Connector (Christchurch and Waikato) supports disabled people and whānau to think about options, create possibilities, and make decisions about their lives, including identifying funded and unfunded support they may require to enable them to attain their life objectives. The Connector works in people’s homes, schools, and communities to proactively develop strong relationships with disabled people and work in partnership with them to create support options that enable the disabled person to achieve outcomes that are important to them, realise their aspirations, make their own decisions and live their good lives.

### Location

Waikato, Christchurch

### Reports to

* The Connector Christchurch reports to the Director (Christchurch) within the Enabling Good Lives (EGL) Design and Deliver team, which sits in the Disability Support Services Business Group.
* The Connector Waikato reports to the Lead Connector within the Enabling Good Lives (EGL) Design and Deliver team, which sits in the Disability Support Services Business Group.

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

## Key responsibilities

**Build Relationships**

* Establish respectful, trusting relationships with disabled people and their whānau to ensure they have a positive Enabling Good Lives experience.
* Work with disabled people and whānau to assist them in building their confidence and competence to take authority over their own lives, available resources, and support arrangements.
* Utilise existing networks, and create new ones, to link and connect people.
* Build collaborative and positive relationships with team members and other Ministry staff.
* Establish and maintain sound working relationships with community providers, government agencies and other key stakeholders.
* Attend and represent Disability Support Services views and perspectives in local meetings with disability, government and community agencies and individuals.
* Engage proactively with all groups, agencies, and key individuals to ensure disabled people and their whānau have a wide range of community options available to them.
* Assess, analyse, and navigate complex social dynamics to develop a deeper understanding of their situation and provide effective ongoing support.
* Demonstrate cultural awareness and connect Māori/Pasifika whānau with relevant organizations.

**Understand Aspirations and Advice**

* Listen to the aspirations and preferences of disabled adults, disabled children and their whānau and assist them to assess the range of choices they have including those they may not have thought of before.
* Provide accurate advice align to the Enabling Good Lives Principles to ensure disabled people and their Whanau receive appropriate assistance for their needs.
* Work with disabled people and whānau to identify sustainable outcomes that do not create dependence on Disability Support Services.
* Support disabled people and whānau to hold meaningful expectations and aspirations for their lives.

**Identify and Connect to Options**

* Work creatively with disabled adults, children and their whānau to plan and develop the life they want, including how opportunities in the community could be accessed, what current support is working well and what new and different support could be established.
* Identify opportunities and creative solutions to achieve Enabling Good Lives outcomes, seeking advice where necessary.
* Support disabled people and their whānau to identify the support they need (paid and unpaid) to enable their good life.
* Support disabled people and whānau to connect to the full range of opportunities available in the community including gathering information, providing contact details, making introductions and connecting them to their options.
* Assist disabled people and their whānau to understand available funding and establish financial and staffing options and arrangements that work for them.
* Work alongside of disabled people and whānau to understand the funding process, how it works and how to prioritise the use of available resource
* Liaise and build relationships with disabled people and their whānau as required to ensure payments and accountability requirements are set up correctly, met and rescoped as things change for people.
* Collaborate effectively with budgeting/compliance team, ensuring funding aligns with purchasing guidelines.
* Provide well-informed advice to budget advisors, helping them make accurate budget estimates.
* Provide coaching and training to disabled people and whānau to learn how to self-manage personal budget and understand their responsibilities.
* Act as a facilitator for disabled people and whānau influencing and coordinating across multiple agencies, ensuring their preferences are respected.

**Special Regional Responsibilities (Christchurch EGL Region only)**

* Develop and deliver impactful presentations on EGL Principles to community organizations and schools.

**Maintain Records and ongoing support**

* Meet requirements for information, including case notes, statistics, and budget information accurately and on time.
* Manage a large and complex caseload, using Enabling Good Lives systems and processes to monitor spending and keep accurate records of all work as required.
* Work with disabled people and whānau to ensure they understand (HR) employment and/or tax legislation, and liabilities and provide accurate information.

### Risk Management

* Identify any organisational risks and take action to minimise their impact.
* Identify any infrastructural, human and financial risks to ensure sound processes and systems are in place to manage those risks.
* Keep the Manager informed of any risks or issues which may impact on the team or Ministry’s reputation.

**Special Regional Responsibilities (Christchurch Region only)**

* Recognize and address abuse and suicidality, arrange mental health respite, and ensure safety during home visits.

### 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.

## 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

* A deep understanding of, and commitment to, the Enabling Good Lives vision and principles and how to apply these in practice.
* Experience inspiring, influencing and supporting people to think creatively about their life opportunities and how to bring these opportunities into being.
* Experience and knowledge in engaging with Māori and Pacific families and community for disabled people.
* Sound knowledge of relevant legislation/regulations and understanding how it applies to disabled people.
* Knowledge of EGL funding process, financial safeguarding, and budget management.
* High levels of resilience and demonstrated ability to proactively manage highly emotive and sensitive subject matters.
* Strong connections to, and knowledge of, the local community as well as capacity and resources for disabled people.
* Understanding of and commitment to support decision making and safeguarding.
* Strong communication skills, ability to manage difficult conversations, including proficiency with various communication methods (talking mats, devices, sign language, Te Reo Māori).
* Ability to work in a team environment, adapt, demonstrate excellent initiative and interpersonal skills, and cope with continuing change.
* An understanding of equity issues and Te Tiriti o Waitangi and the implications of these for the work of Enabling Good Lives.
* Effective time management skills.
* Experience of negotiating and influencing with stakeholders.

## Attributes

* Advanced communication skills
* Strong interpersonal skills with the ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion
* Exercises sound judgement and political sensitivity
* Strong planning and organisational skills – able to manage time effectively, work on more than one project at a time and prioritise work to meet competing deadlines
* Sound problem solving and analytical skills – seeks information from a variety of sources, identifies cause and effect, recognises trends, understands risks and is able to mitigate, thinks strategically
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
* Ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
* Flexible, adaptable and pragmatic
* Strong client focus (with the ability to understands clients’ needs and is able to anticipate and respond to these)
* Business acumen
* Willingly shares knowledge and 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

* Director, Lead/Senior Connector, and other team members
* Disability Support Services Business Group
* Disability Support Services kaimahi

### External

* Disabled adults and children, and tāngata whaikaha Māori
* Families/whānau of disabled children, young adults and adults
* Disability sector partners including disabled people’s organisations, informal networks, mainstream and disability service providers.
* Colleagues in the Ministry of Social Development and other participating agencies in the local community
* Wider disability networks, iwi, hapu and community in the local area

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited ad hoc travel may be required.

**Position Description Updated:** January 2025