# Ministry of Social Development logo

**Senior 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 Senior Connector works closely with the Director or Manager in Enabling Good Lives team and provides mentoring, and guidance for Connectors to increase their skills to support disabled people and whānau achieve outcomes that are important to them.

### Location

Either Waikato, Palmerston North or Christchurch depending on business needs.

### Reports to

The Senior Connector reports to the Director or Manager within the Enabling Good Lives 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

**Support and Guidance**

• Proactively coach, guide, and mentor others in the team, helping to grow capability, knowledge, and skills. Assist with peer review and participate in quality assurance processes.

• Work alongside the Director/Manager to provide support on managing team performance by setting clear expectations, providing regular feedback, having regular development, performance, and coaching conversations.

• Lead the development and continuous improvement of processes, tools, and frameworks within the team to ensure the Enabling Good Lives vision is achieved.

• Think, plan, and contribute strategically, engage in the vision of DSS and position DSS to meet current and future needs.

• Contribute to the development of strategy, work programme and frameworks for the group.

• Maintain up to date knowledge of the disability sector and understand the issues affecting disabled people.

• Contribute to the effective implementation of key pieces of work in a collaborate way across DSS.

• Ensure people's wellbeing and accessibility are at the forefront of decisions and approaches, including the provision of reasonable accommodations to enable our people to perform at their best.

**Work Planning and Monitoring**

* Review and monitor work allocation and caseloads of relevant team members as required by Manager.
* Manage and monitor a Connector case load to support the continued development of practice and knowledge of the Connector role.
* Manage and provide expertise advice and support to high complex cases.

#### Advice Delivery

* Identify opportunities and creative solutions to achieve Enabling Good Lives outcomes, seeking advice where necessary.
* Contribute to ongoing evaluation and monitoring of implementing the Enabling Good Lives principles.
* Support disabled people and tāngata whaikaha Māori to hold meaningful expectations and aspirations for their lives.
* Provide leadership for projects and areas, ensuring all work is well planned using work planning tools and methods, including taking strategic and tactical approaches to achieve results through high quality advice.
* Provide high quality advice and ideas relating to the Enabling Good Lives approach.
* Provide input to Enabling Good Lives planning, and implementation projects and work programmes as required.
* Keep updated on the sector issues and understanding of the key imperatives of other groups and agencies connected to Enabling Good Lives.

**Maintain Records**

* Maintain excellent records using appropriate tools, such as client record system, Enabling Good Lives systems and processes.
* Meet requirements for information, including case notes, statistics, and budget information accurately and on time.
* Use Enabling Good Lives systems and processes to keep accurate records of all work as required.
* Ensure team members follow EGL systems and processes and achieve quality outcomes.

#### Relationship Management

* Build and maintain collaborative and positive relationships across DSS.
* Work with disabled people and tāngata whaikaha Māori, whānau and service providers to innovate and deliver on Enabling Good Lives outcomes.
* 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 creatively with disabled people who are experiencing complex situations together with 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.
* Use existing networks, and create new ones, to link and connect people.
* Establish respectful, trusting relationships with disabled people and their whānau to ensure they have a positive Enabling Good Lives experience.
* 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.
* Represent DSS, and when required, in external forums and meetings.
* Facilitate networking with FDS Hosts and manage relationships with community organizations and stakeholders.
* Respond to community complaints and resolve issues with team members.

#### Risk Management

* Identify any organisational risks and act and or seek support to minimise their impact.
* Keep your manager informed of any risk issues that may impact on the success of DSS.

#### Contribute to our team - DSS team player

* Champion and contribute to a safe, respectful and accessible workplace culture. Embrace your role as a good Whaikaha team player by showing genuine care for each other, our mahi and the disabled community we serve.
* Take personal responsibility for the wellbeing, health and safety of yourself and others. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Stay informed about emergency management and business continuity plans relevant to your business unit and team. Understanding these plans will help you respond appropriately in critical situations.
* Familiarise yourself and comply with all DSS policies, procedures, and guidelines.
* Perform other duties as may be reasonably required from time to time.

#### 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

• Relevant tertiary qualification or equivalent experience.

• Proven experience working with disabled people and whānau who are experiencing complex situations to build and create life opportunities.

• Successful practical experience in the implementation of contemporary models and disability rights-based approaches to disability.

• Proven experience in leadership, coaching and mentoring others to achieve success outcomes.

• Understanding of the Enabling Good Lives vision and principles and how to apply these in practice to increase disabled people's options and decision making over their support and lives.

• Experience building and maintaining trusting relationship with a diverse range of people from diverse backgrounds, including Māori and Pasifika families.

• Demonstrated knowledge and experience in enabling disabled children and adults, their family and whānau to have greater choice and control over the supports they receive and the lives they lead.

• Understanding of Te Tiriti o Waitangi.

**Attributes**

* Ability to influence others without authority
* Proven ability to establish and build effective cohesive relationships and partnerships with a variety of stakeholders to achieve mutually beneficial outcomes
* Advanced planning and organisational skill with the ability to multi-task, escalate as appropriate, and prioritise work on a daily basis while ensuring follow-up on other issues continues as necessary
* Strong research, numerical, planning and organisational skills
* Ability to work under pressure and to meet regular and no latitude deadlines
* Exercises sound judgement and political sensitivity
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
* Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
* 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
* Organisational and environmental awareness with the ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
* Ability to work efficiently in a close, busy team environment
* Strong communication skills
* Flexible, adaptable and pragmatic
* (Strong) client focus (with the ability to understands clients’ needs and is able to anticipate and respond to these)
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

### Internal

* Director and Managers in Enabling Good Lives team.
* Enabling Good Lives Sites
* DSS, MSD kaimahi

### External

* Disabled people and tāngata whaikaha Māori
* Families/whānau of disabled children, young adults and adults
* Carers and disability support providers
* Disability community partnership groups and Disabled People’s Organisations and tāngata whaikaha Māori rōpū
* Disability sector providers and representative groups
* Disability non-government organisations

## Other

### Delegations

* Financial – N/A
* Human Resources – N/A

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited ad hoc travel may be required.

**Position Description Updated:** January 2025