**Position Description**

<table>
<thead>
<tr>
<th>Position:</th>
<th>Technical Officer – Housing</th>
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<tbody>
<tr>
<td>Children's Worker:</td>
<td>No</td>
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<tr>
<td>Location:</td>
<td>Auckland and Lower Hutt</td>
</tr>
<tr>
<td>Business Unit:</td>
<td>Housing and Income Support Services</td>
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<tr>
<td>Group:</td>
<td>Service Delivery</td>
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<tr>
<td>Reporting to:</td>
<td>Service Manager, Centralised Services</td>
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<tr>
<td>Issue Date:</td>
<td>1 February 2019</td>
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<tr>
<td>Delegated Authority:</td>
<td>Nil</td>
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<tr>
<td>Staff Responsibility:</td>
<td>Nil</td>
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**Our Role**
The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to children and young people, students, working age people, older people, and whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 160 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

**Our Purpose**
We help New Zealanders to be safe, strong and independent.
Manaaki Tangata, Manaaki Whānau.

**Our Principles**
MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients

**Position Description Approved By:**

Deputy Chief Executive, Service Delivery

Date: ……/……/……
Service Delivery Group
We work together to make a difference for New Zealanders. Whether that’s helping someone get sorted financially so they can study, supporting someone into work, ensuring support is there for someone who can’t work, helping one of our seniors by granting their entitlement to New Zealand Superannuation, or giving New Zealanders confidence that the system they fund is being used by people in genuine need.

We do this through five key groups: Client Experience and Service Design, Client Service Delivery, Client Service Support, Community Partnerships & Programmes, and Strategy & Change. Whatever part of Service Delivery we work in; we have a role in delivering services and making a difference for more than a million clients.

Business Unit
Client Service Support provides a range of support services to Service Delivery front line staff and clients. As part of the Client Service Value Chain Client Service Support provides transactional processing and exception management services. As the ‘owners’ of the end to end processes that support MSD’s client experience we are always looking for a smarter way. This includes a robust ‘learning loop system’ which uses the voice of the client to support staff in improving client service. In addition to supporting the systems and channels which are fundamental to providing services to New Zealanders Client Service Support operates information sharing with other agencies, and manages debt owed to MSD and the crown through effective fraud prevention and collection activities.

Purpose of the Position:
Assess and process client information into business systems to determine clients’ initial and ongoing entitlement to housing assistance, including the calculation and application of Income Related Rent for Social Housing clients.

To deliver quality service to our clients so that they have a positive experience every time they engage with MSD.

Working Relationships

Internal:
- Manager, Centralised Services
- Business Process Management
- Regional Contracts team
- Regional Services, case managers and managers
- StudyLink
- Other MSD business units

External:
- Clients and/or their representatives
- Community groups
- Contracted service providers
- Housing New Zealand
- Members of the public
- Ministry of Housing and Urban Development
- Non-government organisations (ngo's)
- Other government agencies
Key Accountabilities:

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<tr>
<th>Key Result Area</th>
<th>Accountabilities</th>
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| **Client Needs Assessment**      | - Assess clients’ applications/information and process into business systems to determine eligibility to financial assistance, so that they receive the appropriate support and entitlement  
- Review and update client changes in circumstances to ensure an accurate client record and/or eligibility to financial and housing assistance  
- Analyse, calculate and process Income Related Rent into business systems to determine and action any client refunds or establish overpayments to ensure an accurate client record  
- Assess and process transfer requests so that clients’ are in suitable housing and approve financial assistance to support their transition to housing.                                                                                       |
| **Communication and Engagement** | - Actively engage with clients to fully understand their housing needs, discussing social housing options so that they can make informed decisions including whether to apply for the Public Housing register  
- Advise clients how Income Related Rent is calculated so that they understand the process and can engage effectively with MSD  
- Provide information and advice to clients and/or their representatives so they understand what support and assistance is available to them and how to access it  
- Engage with clients and/or stakeholders to review or request information and determine the appropriate support and entitlement  
- Refer clients to internal and external providers of specialist services to help clients with specific needs to that quality outcomes can be achieved  
- Engage with clients and/or their representatives to explain the rationale for a decision and afford them the opportunity to provide any further information to be considered.                                                                   |
| **Knowledge**                    | - Maintain up to date knowledge of MSD’s strategic direction and specialist knowledge of social housing policy and practice, relevant legislation, MSD products and services and wider social services. This ensures support and assistance is provided to clients, their families and other stakeholders.  
- Utilise knowledge and experience to contribute to the review of decision process, including committees and hearings and requests for information.                                                                                                           |
| **Advisory Support**             | - Provide specialist information and advice on social housing policy and practice to internal and external stakeholders so that accurate information can be provided to clients and the appropriate action taken.                                                                                                               |
| **Relationship Management**      | - Develop and maintain collaborative relationships with internal and external stakeholders, to ensure the effective sharing and flow of information and provide a seamless service.                                                                                                                   |
| **Information Management and Client Privacy** | - Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client and ensures a consistent client experience across delivery channels  
- Ensure client information is stored securely and only disclosed to those with appropriate authority to protect client privacy and confidentiality.                                                                                     |
| **Safe and Healthy**             | - Understand and adhere to MSD health, safety and security (HSS) policies and procedures  
- Implement HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.                                                                                                                                                                                                 |
Knowledge, Skills, Abilities

- Exercises sound judgement and discretion – able to assess individual situations or circumstances, to evaluate information and evidence and required to regularly apply discretion to make quality judgements and decisions
- High level of skill and experience in social housing entitlements and support
- In-depth knowledge of relevant MSD products and services and detailed knowledge of the resources available from government agencies, providers and the community
- Sound knowledge of relevant legislation, regulations, policy and how they apply
- Interpersonal skills – ability to relate to people with diverse backgrounds and at all levels, demonstrate active listening skills, empathy and the ability to manage difficult conversations confidently
- Relationship management skills – able to develop and maintain effective working relationships with internal and external stakeholders
- Excellent written and oral communication skills – able to communicate clearly and concisely across multiple channels, adapting communication style to the needs of the audience
- Numeracy at NCEA level 2 or equivalent
- Utilises effective problem solving techniques
- Proficient in using IT and business applications and systems
- Attention to detail – accurately complete processes and tasks, able to identify errors or omissions, keeps track of changes
- Time management – ability to prioritise work, often within tight timeframes and under pressure
- Flexible, adaptable and pragmatic – ability to adapt to a busy and changing environment and take the initiative
- Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve team goals
- Resilient and able to stay calm under pressure.

Additional Requirements:

- Recognises and understands the Ministry’s obligations under the principles of Te Tiriti o Waitangi, when considering the circumstances and issues facing Māori and others in the communities the Ministry works with
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

Service Delivery Behaviours

Hononga: Connecting to the why
To connect physically, socially and spiritually, we connect everything we do to why we’re doing it and the picture of the future – to help people understand where we’re going and why.

Manaakitanga: Looking after each other
Support, honest, trust, inclusion, kindness, generosity - the process of showing respect and care for others. Care for a person’s mana (well-being, in a holistic sense). Building and nurturing a supportive and caring environment.
Whakawhanaungatanga: Building relationships
The process of getting to know one other, establishing relationships and relating well to others. Creating a relationship through shared experiences and working together to provide a sense of belonging. The ability to recognise strengths within a team and as individuals, working collaboratively and collectively.

Kotahitanga: Working as one
Unity, togetherness, solidarity, collective action. A collaborative response towards a commonly held vision, goal or other such purpose or outcome.

Whakanui: Celebration
To celebrate, honour by unity, togetherness, solidarity, collective action.