

POSITION DESCRIPTION: EMPLOYMENT SPECIALIST

THIS POSITION DESCRIPTION IS SUPPORTED BY A ROLE SPECIFIC WORK PROGRAMME

Background	THINK Hauora is a network that designs, delivers and supports primary health care services across Ōtaki, Horowhenua, Manawatū and Taranaki. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities. This position description (PD) captures the expected functions of the position and is refreshed annually. The PD is supported by an annual work programme.	
Primary Functions	The Employment Specialist will work for THINK Hauora and its stakeholders to develop and utilise information to meet current and future strategic aims. Context: Here Toitū is a dedicated support team service (which includes a General Practice team, Kaimanaaki/Health Navigators, Here Toitū Case Managers and Employment Specialist) that supports people who are unable to work due to a health condition or disability. The aim of the service is to improve whānau (participant's) health and wellbeing, determine their own goals and aspirations, and, where appropriate, engage in sustainable, earning, learning, caring or volunteering that is meaningful to them. The Ministry of Social Development (MSD) and Primary Health Organisations (PHOs) have partnered to pilot the Here Toitū programme to bring together health and social sector agencies to achieve these aims. It is a voluntary, free service available to those in the MidCentral region according to defined eligibility criteria. The purpose of this role: The Employment Specialist plays a vital role in supporting whānau experiencing ill health or disability to prepare for, secure, and sustain meaningful employment. Working within a holistic PHO model, the role provides tailored, hands-on support including job search assistance, coaching, employer engagement, and job placement services. A key focus is on building and maintaining relationships with employers and external agencies, promoting the strengths and capabilities of whānau, rather than their limitations, and ensuring the right supports are in place for long-term success.	
Reports to	Here Toitū Programme Manager	
Direct reports	Nil	
Functional Relationships	Internal • Here Toitū Programme Manager • Kaimanaaki • General Manager, Mental Health & Social Wellbeing • Senior Leadership Team (SLT) • Integrated Support Team • Data and Digital Team • Te Ara Rau Access and Choice Team • THINK Hauora multidisciplinary teams	External • Whānau (participants) • Here Toitū Case Managers MSD • Regional Contracts Manager MSD • Employers • Recruitment agencies • MSD Work Brokers & Labour Market Team • Other participating PHOs • General Practice Teams • Social sector agencies and NGOs • Training Providers

Primary Location	Based at THINK Hauora office, 200 Broadway Avenue Palmerston North. Travel throughout MidCentral region required.
Salary Range	Based on skills and experience
Nature of Position	Permanent, full-time
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday
Status as described in the Children's Act 2014	In line with the Vulnerable Children Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a Core Worker position.
Health and Safety	All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate or minimise any hazards, and applies THINK Hauora's health and safety policies and procedures. Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.

ORGANISATIONAL VISION, MISSION and VALUES	
Our Vision Our Strategic Aims	Tūhonotia te hāpori ki te Ora – Connecting Communities for Wellbeing Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes Equity: Driving equity of outcomes through people, community voice and data Access: Ensuring access to health care is easy, available, cross-sectors Value: Creating value through teams, technology and performance Innovation: Activating innovation, engagement and delivery of excellence Networking: Enabling networking and relationships to achieve partnerships Growth: Driving sustainability through system and alignment focus
Our Values	Trust: Maintaining open and honest relationships Respect: Embracing diversity, uniqueness and ideas Unity: Valuing strengths and skills Accountability: Working in a transparent and responsible manner Courage: Participating with confidence and enjoyment
Equity	THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.
Commitment to Te Tiriti o Waitangi:	We are committed to Te Tiriti o Waitangi (The Treaty of Waitangi), recognising and respecting the principles of Partnership, Protection and Participation, and the articles of Kawanatanga – governance and the relationship between Treaty Partners, Tino Rangatiratanga – the right to be self-determining in all areas, Oritetanga – authentic contributions that drive equitable access and outcomes and Te Ritenga – honouring the beliefs, values and aspirations of Māori. - Implementing Te Tiriti o Waitangi articles and principles into the overall governance, planning and delivery of services. - Acknowledging Te Tiriti o Waitangi articles and principles that underpin our strategy.

- Being responsive to Māori interests and ensuring these are protected.

KEY RESPONSIBILITIES

Key Competency	Expectations
Work preparation and coaching	• Utilise a whānau-centred approach to effectively engage with whānau. • Build and maintain whānau trust, confidence, and motivation. • Utilise a strengths-based approach with whānau to build awareness of their capabilities and enhancing their confidence to self-manage problem solve, and achieve goals independently (whānau self-determination). • Provide one-on-one career advice that recognises whānau strengths and identifies their interests, career aspirations, and how to make effective and appropriate career choices to realise their desired future. • Provide hands-on job search support to whānau in their job search by assisting them in creating and tailoring curriculum vitae and cover letters for available employment opportunities. • Deliver one-to-one coaching to build confidence, work readiness, and resilience for employment. • Provide employment-related advice including job search techniques and understanding of job suitability, interview skills, and techniques for responding to interviewers. • Match whānau with job opportunities that align with their skills, aspirations, and wellbeing needs. • Work with whānau to achieve an employment outcome within the 12-month programme (full or part-time work or self-employment). • For whānau seeking self-employment, provide advice and guidance on business planning, and accessing relevant information and supports for start-ups e.g. Business Plan and accounting apps such as Hnry or Xero. • Support whānau through the interview process, including preparation and attending interviews if needed. • Escalate any immediate concerns to Programme Manager and/or Clinical Lead as appropriate (e.g. whānau safety risk).
Employer Engagement and Networking	• Build and maintain a strong network of local and regional employers. • Act as the key point of contact between employers and the Here Toitū programme. • Build and maintain relationships with recruitment agencies for temporary employment opportunities. • Proactively source employment opportunities through cold/warm calling, site visits, employer hui and network groups e.g. Chamber of Commerce, BNI, CEDA. • Highlight whānau strengths, capability and attitude, rather than limitations. • Promote the value of a diverse workforce. • Utilise agencies that can assist in an employer's understanding of employing a person with experience of ill health or disability. • Engage with Ministry of Social Development (MSD) to facilitate employer access to Flexiwork and other employment products as appropriate. • Assist THINK Hauora with promoting the programme among stakeholder networks. • Collaborate with MSD Work Brokers, where appropriate e.g. MSD Jobs List referrals • Engage with Labour Market Team at MSD to gain up-to-date intel on business and employment opportunities within the MidCentral region.

Post Placement Support	• Be the lead and main point of contact between the employer and whānau during post placement (91 days). • Assist whānau in declaring weekly income to MSD as appropriate (i.e. where they still receive partial benefit). • Follow up and support both employer and whānau to resolve any employment-related matters to ensure sustainable placement. • Explore any reasonable accommodations, equipment or training needed for whānau to succeed in the workplace.	
Performance & Reporting	• Use assigned information systems to collect and report whānau data. • Ensure clear, concise and professional case notes are recorded in the Patient Management System (PMS). • Effectively monitor whānau outcomes via regular communication and visits. • Conduct ongoing monitoring/reporting on the progress and outcomes achieved for whānau, including qualitative data such as narrative stories. • Meet performance outcomes set by THINK Hauora. • Assist THINK Hauora in Service Quality Improvement Activities.	
Dedicated Support Team	• Develop and maintain positive relationships with the Dedicated Support Team and ensure effective two-way communication. • Work collaboratively with the Kaimanaaki and Here Toitū Case Managers, using a partnership approach and keeping whānau at the centre. • Support the Kaimanaaki in delivering the PHO-led employment workshop series.	
Other Responsibilities	• Actively participate in training workshops arranged by THINK Hauora. • Complete mandatory and core training such as Privacy and First Aid. • Ensure activities are aligned to the values, purpose and mission of the organisation. • Inspire, encourage, support and model the way for staff and colleagues. • Always demonstrate professional behaviour and in accordance with organisational values. • Participate in (and facilitate when required) regular staff meetings and team building. • Undertake other duties as can be reasonably expected.	
Health and Safety	• Report and work to eliminate, isolate or minimise any hazards • Participate in health and safety management practices for all employees	• Ensure that work is done in a safe environment • Apply the organisation's health and safety policies and procedures
PERSONAL SPECIFICATIONS		
Qualifications	No specific requirements for this role; strong literacy and communication skills are needed. A recruitment, HR or business qualification would be an advantage.	
Essential	• Proven experience in employment brokerage, recruitment, careers support, HR, sales or similar • Strong networking and relationship skills, ideally with existing connections in the MidCentral region • Energy, enthusiasm and drive to support whānau to achieve outcomes • Resilient and able to stay calm under pressure • Effective marketing, negotiation and influencing skills • Understanding of health and wellbeing models (preferably PHO/community context)	

	• Excellent organisational and time-management skills • Outstanding communication and interpersonal abilities • Proficiency in IT and software systems • Attention to detail and accuracy • Understanding and commitment to confidentiality and how to handle and share personal information in accordance with Privacy legislation • Ability to work both independently and within the team • Act with initiative, tact, integrity, and maturity • Genuine motivation to improve local community health outcomes • Proactively address barriers and issues and offer solutions • Ability to relate to people from different backgrounds, in particular building rapport and strong professional relationships with Māori and Pacific Island populations • Full New Zealand Driver's Licence
Desirable	• HR, Recruitment and Employment Law knowledge • Knowledge of labour market trends and opportunities • Experience in management of long-term health conditions • Ability to employ case management strategies • Understanding or experience of small business, entrepreneurship

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date: