



25 March 2024

Tēnā koe

### **Official Information Act request**

Thank you for your email of 26 February 2024, requesting the professional qualifications held by the Branch Manager and Regional Health Advisor at the Auckland City Service Centre.

I have considered your request under the Official Information Act 1982 (the Act) and can advise that this is refused in full under section 9(2)(a) of the Act, to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

However, I can advise that Ministry staff are appropriately qualified and/or trained for their roles, including our staff who work as regional health advisors and as branch managers.

For your information I have provided the following job descriptions as

#### **Appendix One:**

- branch manager
- regional health advisor.

In addition, I refer you to **Appendix Two** which provides an Official Information Act response that includes details about the qualifications of Ministry regional health advisors, and the Ministry's recruitment policy and process. You will note that information regarding some individuals is withheld in **Appendix Two**, under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely

pp. 

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

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## Branch Manager

# CLIENT SERVICE DELIVERY

### 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

#### Mana manaaki

A positive experience  
every time



#### Kotahitanga

Partnering for greater impact



#### Kia tākatū tātou

Supporting long-term social  
and economic development



### Our Values

#### Manaaki

We care about the  
wellbeing of people

#### Whānau

We are inclusive  
and build belonging

#### Mahi tahi

We work together,  
making a difference  
for communities

#### Tika me te pono

We do the right  
thing, with integrity

### Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, 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.

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## The outcomes we want to achieve

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

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## 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\*

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

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## **Position detail**

### **Overview of position**

The Branch Manager is a senior member of the Regional Leadership team providing effective and strategic leadership, supporting the Regional Director (and Regional Commissioner) by providing operational leadership, supporting roles Manager Client Service Delivery, Manager Client Service Operations and other Region roles, identifying areas of risk and leading change implementation.

This is an operational role with a strong strategic focus, supporting Regional Director to deliver the strategy and goals for Region and delivering innovative business improvements to continuously improve the experience and outcomes for clients.

The Branch Manager may provide leadership of large service centre and may lead specialist advisors in the delivery of regional leadership on areas of Housing, Family Violence, Health Conditions, Injury and Disabilities. The Branch Manager may provide leadership to two or more Service Centres.

The Branch Manager works collaboratively across the organisation and engages with a varied network of stakeholders to manage and optimally allocate resources in a dynamic service delivery environment. This ensures that our service response is designed to understand and delivered to meet client needs.

The Branch Manager leads a high performance and continuous improvement culture and champions and reinforces a strong customer service focus and optimising and enhancing client experience.

Represents the Regional Director and Regional Commissioner as required. Be a key conduit for the Regional Director, for regional leaders, staff, stakeholders, and communities, ensuring the Regional Director is represented.

### **Location**

Regional Office

### **Reports to**

Regional Director of Social Development

### **Strategic Leadership**

- Contribute and support the Regional Director and Regional Commissioner implement regional/national strategies and charter.
- Deliver strategies and business plans that achieve MSD and Service Delivery Strategic outcomes and improve the outcomes and strengthen the support provided to New Zealanders to be safe, strong and independent.
- Lead the design and development of services and new initiatives, encouraging creativity and innovation to improve or enhance performance
- Actively lead strategies to increase responsiveness to Māori and embedding Te Ao Māori into service culture, and MSD Pacific Prosperity Strategy.

### **People Leadership**

- Supporting the Regional Director and Regional Commissioner to lead the Regional People Leaders implementing regional/national strategies and charter.

- Deliver a workforce plan that ensures that there is the capability and capacity to achieve the work programme and strategic outcomes.
- Provides leadership that inspires others to succeed, and role models exemplary leadership behaviours and the MSD values.
- Lead and maintain a high-performance culture, providing clear accountabilities and expectations of behaviour and performance that aligns to organisational values, encouraging and rewarding innovation and celebrating success.
- Coach for high performance, supporting and enabling your Leaders in their development journey.
- Leads and drives a people-centric service culture, creates a culture of performance, development and belonging where people trust they can raise issues of concern.
- Promote diversity and inclusion, using diverse perspectives to enhance decision making.
- Manage conflict and appropriately resolves disputes and problems in a timely manner

### **Operational Performance**

- Support and advise the Regional Director on operational management for the Region, across client service delivery (Income, Housing and Employment, Family Violence, Health Conditions, Injury and Disabilities), implementation of projects and provide support to other managers within the region.
- Utilise performance reporting systems to provide business information that informs decision making, planning and programme implementation.
- Drive a performance improvement and learning culture, focused on building capability and improving the quality of services.
- Ensures compliance with relevant legislation and MSD policy, procedures and guidelines and leads the continuous improvement of these to ensure they are fit for purpose.

### **Change Leadership**

- Lead and influence change in a clear, positive, and engaging way that inspires others to embrace change, take action and champion continuous improvement of our services.
- Capture opportunities, welcome innovation and celebrate success, as well as apply learnings when things don't go as well as planned.
- Give effect to Te Pae Tawhiti, Te Pae Tata and Pacific Prosperity in the development and implementation of change and business planning.

### **Client Experience and Business Improvement**

- Champion positive and mana-enhancing client interactions, ensuring consistent, high-quality services are provided to New Zealanders.
- Embed a problem solving and client focused culture, that ensures that people and whānau receive timely integrated services that meet their circumstances and priorities and supports them to achieve their aspirations.
- Utilises and leverages data, research and evidence to inform decision-making and improve performance.
- Lead change programmes and business improvement initiatives to services and processes to continuously improve the experience and outcomes for clients.
- Lead the implementation of initiatives and strategies/business plans which enhances/embraces cultural diversity.

## **Risk Management**

- Pro-actively anticipates, identifies and manages risk, and escalates where appropriate any critical risks and the mitigation strategies in place.
- Ensure agreed risk management approaches and policy are adhered to and managed well by leaders.
- Have a thorough understanding of the organisation's risk management approach and applies this when assessing, evaluating and mitigating risk.
- Quick to identify issues and able to manage through to resolution and escalate where appropriate, utilising a 'no surprises' approach.

## **Stakeholder and Relationship Management**

- Provide leadership, direction and stewardship engaging with the wider community and local government to work in partnership to influence others to achieve positive outcomes for clients and communities.
- Develop and maintain strong liaisons and relationships with sector and community stakeholders, enabling collaborative working partnerships that deliver sustainable outcomes for clients and communities.
- Build credibility and demonstrate integrity in all working relationships and be recognised as a respected leader in the community representing the Ministry and wider government initiatives.
- Contribute to a culture of collaborative working relationships across all teams who work for the Regional Director, Regional Commissioner, and other business units.
- Foster and promote collaboration with peers and across the wider regional Service Delivery teams to work collectively to develop plans to manage regional issues and achieve sustainable outcomes.
- Ensure that teams involve key partner organisations and key stakeholders in the design of programs of work that are responsive to local needs and deliver sustainable outcomes.
- Operationalise the Regional Charter which aligns with the Regional plan to maintain effective working relationships with key external and internal stakeholders.
- Lead and actively participate with key partner agencies in championing and planning for collaborative initiatives within the community to achieve outcomes for clients.
- Build partnerships with Iwi which demonstrate commitment in honouring the principles and intentions of Te Tiriti o Waitangi ensuring a tikanga approach to services.

## **Wellbeing and Resilience**

- Actively lead and foster a wellbeing culture, including providing opportunities for leaders to engage staff about health, safety and security matters that affect them, recognise and proactively support staff with issues impacting mental health and wellbeing, actively takes steps to integrate health, safety, wellbeing and resilience practice into the way we work including ensuring all staff have access to key benefits.
- Actively lead and promote a culture where staff trust they can raise issues of concern safely and that as a leader you will respond to and deal with any inappropriate behaviour occurring in the workplace quickly and appropriately.
- Manage and support leaders and staff operating under a range of flexible working arrangements, ensuring that staff working from home are fully engaged and working safely.



## **Financial Management**

- Works with the Regional Director to develop the budget and effectively manage resources for the overall benefit of the region.
- May manage team budget and resources and ensure all MSD resources, assets and property are effectively and efficiently managed in a fiscally prudent manner.
- Deliver accurate and regular budget reporting.

## **Embedding Te Ao Māori**

- Embedding and building on Te Ao Māori within their leadership role.
- Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group

## **Health, Safety and Security**

- Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
- Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

## **Emergency Management and Business Continuity**

- Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
- Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

## **Other**

- Undertaking duties from time to time, by agreement that may be in addition to those outlined above but which fall within your capabilities and experience.

## **Know-how**

- Demonstrated knowledge and experience in the delivery of emergency management and business continuity practices.
- A tertiary degree level qualification or equivalent experience.
- Extensive and proven leadership experience with skills and ability to lead a specialised and diverse leadership team.
- Proven skills and experience leading operations in a large complex and technical service delivery environment.
- Strong experience in strategic leadership and operational planning.
- Strong experience in change management and delivering change initiatives and business improvements to enhance client experience.
- Strong understanding of how Service Delivery operates including inter-operational dependencies and extensive knowledge of MSD products and services from a management perspective.
- Strong relationship and stakeholder management experience and expertise.
- Excellent negotiation skills, able to influence others to see own point of view, gains agreement from multiple parties and find compromise when necessary.
- Strong problem-solving skills and the ability to exercise sound judgement in decision-making.

- An understanding of equity issues and Te Tiriti o Waitangi, and the implications of these working in partnership for improved client outcomes.
- Experience of working in partnership with whānau, hapū and iwi, including community and non-government organisations.
- Extensive experience and knowledge of risk management methodology in a complex service delivery environment.
- Demonstrated knowledge and experience in the application of relevant policies, legislation, and privacy processes.
- Excellent communication skills, including verbal, non-verbal and written.

## Attributes

- **Integrity** - High level of integrity, diligence, and ability to build trusting relationships.
- **Collaborative** - Facilitate collaboration and communication, through tools, and behavioural norms to improve the quality and number of collaborative discussions thereby enabling efficient completion of tasks and complex problems to be solved.
- **Strive for Improvement** – Ensure continuous improvements through a flexible and systems thinking approach including problem solving, reflection and retrospection. This also applies to taking opportunities to learn and develop skills for yourself and the team.
- **Pride in Delivering Value** – Take pride in the development and delivery of work towards a shared goal that delivers value to the client.
- **Ability to Adapt to Change** – Be comfortable with ambiguity, and flexible adapting to changing demands and priorities.
- **Accountable** - Delivers on their promises and holds themselves accountable.
- **Flexibility** - responsive to the changing needs to the business and leadership of the region.
- **Decision making** – daily making sound decisions, and in emergency or situations make decisions on behalf of the owning those decisions.
- **Authentic leadership skills** – able to support and articulate strategy and vision and lead a team of managers with inspiration, clarity and consistency, and display sound judgement. Is able to gain respect of peers and more senior managers and leaders.
- **Effective change agent** – communicates and manages change well, adaptable.
- **Authenticity** - Our people are real, pragmatic and down to earth. We are genuine in our approach, with each other and our clients.
- **Excellence** in everything we do - all client (external and internal) interactions.
- **He tāngata** - It's the people - we care about people. Our partners, teams and clients are important to us.

## Key relationships

### Internal

- Regional Commissioners
- Regional Directors
- National Office; Service Delivery, Employment, Industry Partners, Contracts Team, Finance and Business Analysts
- Regional Managers and Regional Support staff; Regional Commissioner Advisors, Community Liaison Services, Executive Assistants, Labour Market Manager, Contracts Manager and Regional Housing Manager, Client Service Delivery, Contact Centre's, Client Support Debt Management

- Managers Client Service Delivery and Staff
- Māori, Communities and Partnerships Team
- Team Manager Capability
- Other Manager Client Service Delivery managers
- Managers Client Services
- Manager Fraud Intervention Services
- Other MSD Managers and Staff
- Human Resources Team
- PSA and Nga Kaituhono delegates and representatives.
- Our staff; Family Violence and Health and Disability Teams,

## **External**

- Government and non-government
- Industry and employer groups
- Contracted service providers
- Community, Hapu, Iwi and Stakeholder Agencies (non-government)
- Other Government agencies / Local Body and territorial agencies
- Community groups, employers and service providers
- Unions
- Employers
- Family Violence sector; NGOs and Government Agencies
- Health and Disability Sectors
- Business Consultants
- Recruitment Agencies
- Te Kahui Kahu

## **Other**

### **Delegations**

- Financial - [Yes]
- Human Resources [Yes]

### **Direct reports [Yes]**

### **Security clearance [No]**

### **Children's worker [No]**

- Regional travel may be required to meet the requirements of the role.
- After hours work maybe required to fulfil the requirements of the role

## Our purpose

### Manaaki tangata, Manaaki whānau

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## 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.

## The outcomes we want to achieve

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

## Our strategic direction

### Mana manaaki

A positive experience every time

### Kotahitanga

Partnering for greater impact

### Kia takatū tātou

Supporting long-term social and economic development

Te Pae Tawhiti – Our Future



## He Whakataukī\*

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

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## Position detail

### Overview of position

The Regional Health Advisor links MSD, the health and disability sector, and the community, providing expert advice and knowledge to support clients with health-related issues, injury or disability to participate meaningfully in society. This role focuses on matters relating to clients with health conditions seeking income and employment support, any barriers they may face, what support options may exist for reducing or removing the effect of these barriers, and what service options may be suitable to support wellbeing and enable clients to achieve a sustainable employment outcome.

The Regional Health Advisor champions health and disability responsiveness and issues both internally and externally, encouraging and empowering individuals to apply a health lens to their work.

This role is part of a network of Regional Health and Disability Advisors that are supported by Principal Advisors located in National Office.

### Location

Various

### Reports to

Manager Regional Services

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## Key responsibilities

### Advising on supporting clients with health conditions or injury

- Maintain knowledge of relevant medical and clinical developments, trends and research as well as new and existing services and supports available
- Provides advice to Service Delivery employees on what MSD can do to support clients with health conditions or injury into work, including:
  - the way employees work with clients and their whānau
  - how to determine appropriate support steps to ensure job suitability and sustainability (including modifications and other supports)
  - how to identify appropriate jobs
  - how to ensure employers consider clients with health conditions or injury as viable candidates for job opportunities
  - advise on individual client cases.
- Organises and facilitates training and information sessions for employees and providers, including health and disability responsiveness, forums and professional development days
- Works collaboratively with health and disability colleagues to review trends, discuss and resolve issues, and develop education and employment strategies
- Provides advice to the regional leadership team on health-related initiatives and trends.

### **Advising on the needs of clients with health conditions or injury**

- Gathers and analyses information on a clients' situation including the impact of their health or injury to make recommendations
- Makes recommendations about the external services, supports and equipment that will enable a client to participate more fully in society. This is based on awareness of clear linkages to community-based services and support
- Works with Service Delivery employees to assess and determine the most appropriate health interventions and wrap around services for clients, establishing a programme of care towards employment that addresses broader needs
- Advises Regional Contracts Managers on how to incorporate the health-related needs of clients into service mix and design and develop programmes that target specific cohorts to empower them to achieve outcomes
- Assesses what type of work is appropriate and most beneficial for the client and provide advice around suitable vocations, courses, employment opportunities / fields
- Participates in and contributes to health-related activities and projects within the region.

### **Advising on Benefit Entitlement Decisions**

- Providing specialist advice and thorough, evidence-based recommendations to Service Delivery on the health factors associated with a client's application, review/renewal for benefit and entitlement to services and ensuring clients receive correct and appropriate benefits
- Interprets relevant policy and legislation in order to advise Service Delivery employees on benefit entitlements.

### **Relationship management**

- Builds and maintains strong relationships with key external stakeholders in the health and disability sector, acting as a resource to advise on MSD products and services, empowering others to navigate the health and disability system and work together to understand and deliver to clients' needs
- Maintains strong relationships with internal stakeholders to ensure effective collaboration, communication and information exchange to benefit clients
- Works collaboratively with health and disability colleagues to review trends, discuss and resolve issues and contribute to the development of education and employment strategies.

### **Planning and reporting**

- Monitors progress and outcomes at a regional level for clients with health conditions or injury who are accessing services and opportunities, analysing results to understand performance
- Works with Regional Managers and other Managers to understand their key priority areas, utilising this information in combination with historical performance data to contribute to the development of operational plans, team and individual strategies
- Participates actively in planning activities that involve other Regional Health Advisors, Regional Disability Advisors, Health and Disability Coordinators and Principal Advisors.

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## Embedding Te Ao Māori

- Embeds Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD
- Builds more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

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## Health, Safety and Security

- Understands and implements Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework
- Understands, follows and implements all Health, Safety and Security and wellbeing policies and procedures

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## Emergency Management and Business Continuity

- Remains familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team
- Participates in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

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## Know-how

- Relevant health related tertiary qualification required (such as registered nurse, physiotherapist, registered social worker, or similar)
- Proven experience in a community-focussed role working with clients with health conditions or injury
- Comprehensive understanding of all relevant MSD products and services, as well as practices and processes, values and priorities
- Knowledge of current developments, trends and research in the health and disability sector, as well as the services and supports available
- A thorough understanding of the health network, clinical issues, the impact of health conditions, as well as how medical practices operate
- An understanding of Government policy, practices and processes.

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## Attributes

- Highly effective verbal and written communication skills
- Ability to provide clear, succinct professional advice
- Influencing and facilitation skills
- Strong partnership and network builder
- Research and analytical skills
- Advocacy skills
- Self-management, including time management
- Flexible, adaptive and proactive

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- Problem solving and logical/critical thinking skills
  - Cultural awareness
  - Resilient and able to stay calm under pressure
  - Interpersonal skills - the ability to engage with people of all levels, demonstrate active listening skills, empathy and manage difficult conversations
  - Sound judgment and discretion - the ability to identify risk and issues, evaluate information and evidence and apply discretion to make sound decisions
  - Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
  - Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals.
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## Key Relationships

### Internal

- Case Managers
- Work Brokers
- Contracts Team
- Regional Team
- Learning & Continuous Improvement Group
- Employment Coordinators
- Programme Coordinators
- Service Centre Managers
- Assistant Service Centre Managers
- Health and Disability Coordinators
- Regional Disability Advisors
- Principal Health and Principal Disability Advisors
- Other MSD Business Units

### External

- Health service providers, including General Practitioners, PHOs, and specialist service providers
  - Other government agencies, including DHBs and Corrections
  - Social and Support Workers
  - Local government
  - Contracted health providers
  - Community groups, NGOs and advocacy groups
  - Supported employment providers and consultants
  - Iwi and Marae
  - MSD clients and/or their agents, and whānau
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## Other

### Delegations

- Financial – No
- Human Resources – No

**Direct reports** – No

**Security clearance** – No

**Children's worker** – No

Willing to travel to fulfil job requirements.

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## Appendix two: OIA response

20 October 2023

s9(2)(a)

Tēnā koe s9(2)(a)

On 24 August 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*Please supply the following information under the Official Information Act (OIA).*

- *How many WINZ Regional Health Authorities exist nationally?*
- *How many WINZ Regional Health Authorities service Auckland?*
- *How many members sit on the Regional Health Authority/ies that services Auckland?*
- *How are the members of the Regional Health Authorities appointed to their position?*
- *What is the nature of the expertise held by members of the Regional Health Authority?*
  - *Please specify the credentials and/or qualifications of each member on the Regional Health Authority/ies that services Auckland.*
  - *What are the full names, titles, and formal qualifications of each member on the Regional Health Authority/ies that services Auckland.*
- *Are the members of the Regional Health Authorities full time employees of WINZ/MSD?*

On 31 August 2023 the Ministry emailed you to clarify your request for information, which you clarified to:

*Please supply the following information under the Official Information Act (OIA):*

- *How many WINZ Regional Health and Disability Advisors exist nationally?*
- *How many WINZ Regional Health and Disability Advisors service Auckland?*

- *How are Regional Health and Disability Advisors appointed to their position?*
- *What is the nature of the expertise held by Regional Health and Disability Advisors?*
- *Please specify the credentials and/or qualifications of each Regional Health and Disability Advisor that services Auckland.*
- *What are the full names, titles, and formal qualifications of each Regional Health and Disability Advisor that services Auckland.*
- *Are the Regional Health and Disability Advisors full time employees of WINZ/MSD?*

The Ministry notified you of our decision on 17 October 2023 to refuse part of your request, in particular the full names of the Auckland Regional Health and Disability Advisors.

Regional Health and Disability (RH&D) teams enable the Ministry to better support, promote inclusion of, and improve employment outcomes for clients with a health condition or a disability. The RH&D team work collaboratively with health, disability, and other providers to ensure clients are linked to the right services and support.

The RH&D team do not decline or cancel benefits, they provide advice to Ministry staff when determining a person's entitlement to benefit and health support needs. They are supported by the Ministry's Principal Health Advisor (PHA) and Principal Disability Advisor (PDA).

For the sake of clarity, the Ministry will respond to your requests in turn.

- *How many WINZ Regional Health and Disability Advisors exist nationally?*

The Ministry has 12 Regional Disability Advisors (RDAs) across the 11 Ministry regions. Please see below **Table One** which shows the Ministry regions, and the number of RDAs in each region.

**Table One: The number of Regional Disability Advisors currently employed by the Ministry broken down by region as at June 2023.**

<b>Region</b>	<b>Role</b>
Northland	Regional Disability Advisor x1
Auckland	Regional Disability Advisor x3
Waikato	Regional Disability Advisor x1
Bay of Plenty	Regional Disability Advisor x1

<b>Region</b>	<b>Role</b>
East Coast	Regional Disability Advisor x1
Taranaki	Regional Disability Advisor x1
Central	Regional Disability Advisor x1
Wellington	Regional Disability Advisor x1
Nelson	Regional Disability Advisor x1
Southern	Regional Disability Advisor x1

- *How many WINZ Regional Health and Disability Advisors service Auckland?*

The Ministry has 12 Regional Health Advisors (RHAs) across the 11 Ministry regions. Please see below **Table Two** which shows the Ministry regions, and the number of RHAs in each region.

**Table Two: The number of Regional Health Advisors currently employed by the Ministry broken down by region as at June 2023.**

<b>Region</b>	<b>Role</b>
Northland	Regional Health Advisor x1
Auckland	Regional Health Advisor x3
Waikato	Regional Health Advisor x1
Bay of Plenty	Regional Health Advisor x1
East Coast	Regional Health Advisor x1
Taranaki	Regional Health Advisor x1
Central	Regional Health Advisor x1
Wellington	Regional Health Advisor x1
Nelson	Regional Health Advisor x1
Canterbury	Regional Health Advisor x2
Southern	Regional Health Advisor x1

- *How are Regional Health and Disability Advisors appointed to their position?*

The Advisors are appointed through the Ministry's standard recruitment process and come from a variety of health and/or disability service backgrounds.

Please see enclosed in **Appendix One** the Recruitment Policy from the Ministry's internal intranet. Also enclosed in **Appendix Two** is the Ministry's Recruitment Process Overview.

- *What is the nature of the expertise held by Regional Health and Disability Advisors?*
- *Please specify the credentials and/or qualifications of each Regional Health and Disability Advisor that services Auckland.*

The RHAs and RDAs are expected to have the following skills and attributes:

- Relevant health related tertiary qualification required (such as registered nurse, physiotherapist, registered social worker, or similar)
- Proven experience in a community-focussed role working with clients with health conditions or injury
- Comprehensive understanding of all relevant MSD products and services, as well as practices and processes, values and priorities
- Knowledge of current developments, trends and research in the health and disability sector, as well as the services and supports available
- A thorough understanding of the health network, clinical issues, the impact of health conditions, as well as how medical practices operate.

The RHAs and RDAs as Ministry staff are required to undertake professional development activities relevant to their position. The PHA and PDA provide ongoing mentoring and training opportunities, meeting the wider Regional Health and Disability teams for regular fortnightly teleconferences. The RHAs and RDAs are also responsible for maintaining and upskilling their own knowledge in their respective roles.

You may also find helpful the job description for the RHAs and the RDAs at the following links:

- [www.msd.govt.nz/hr/documents/position-descriptions/dce-service-delivery/client-service-delivery/regional-health-advisor-oct-20.pdf](http://www.msd.govt.nz/hr/documents/position-descriptions/dce-service-delivery/client-service-delivery/regional-health-advisor-oct-20.pdf)
- [www.msd.govt.nz/hr/documents/position-descriptions/dce-service-delivery/client-service-delivery/regional-disability-advisor-oct-20.pdf](http://www.msd.govt.nz/hr/documents/position-descriptions/dce-service-delivery/client-service-delivery/regional-disability-advisor-oct-20.pdf)

- *What are the full names, titles, and formal qualifications of each Regional Health and Disability Advisor that services Auckland.*

Your request for the full names of each Auckland RHA and RDA is refused under section 9(2)(a) of the Act in order to protect the privacy of natural persons.

The need to protect the privacy of these individuals outweighs any public interest in this information.

Please find below in Table One which shows the formal qualification of the RHAs and RDAs for Auckland.

**Table One: The formal qualifications of the Regional Health and Disability Advisors**

<b>Qualification type</b>	<b>Number of staff</b>
<b>Nursing including:</b> Bachelor of Health Science in Nursing; Registered Nurse; Postgraduate Certificate in Advanced Nursing Practice; Diploma in Nursing.	<b>4</b>
<b>Other health degrees including:</b> Registered Midwife; Bachelor of Applied Science (Midwifery); National Certificate in Occupational Health and Safety; Registered Dietitian; Certificate in Chronic Disease Management; Other vocational certifications including in graphic design and Occupational Health.	<b>4</b>
<b>Psychology including:</b> Bachelor of Arts in Psychology.	<b>1</b>
<b>Human Sciences including:</b> Bachelor of Science (Human Nutrition); Postgraduate Diploma in Science (Human Nutrition); Postgraduate Diploma in Dietetics; Certificate in Social Science; Diploma in Health Case Management; Bachelor of Human Science.	<b>3</b>
<b>Business qualifications including</b> Masters in Business Studies (Health Management); Diploma in Business Administration (Health); Bachelor of Commerce; Masters in Business Administration; Bachelor of Business.	<b>3</b>

- *Are the Regional Health and Disability Advisors full time employees of WINZ/MSD?*

All but one of the 26 Regional Health and Disability Advisors work full time.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

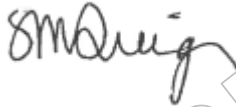
- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding the Ministry's Regional Health and Disability Team, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui



PP

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

## Recruitment Policy

This page outlines the Ministry of Social Development's recruitment policy.

On this Page:

### Purpose

To outline the principles for recruiting employees at the Ministry of Social Development (MSD), enabling us to develop a skilled and diverse workforce that supports the strategic direction of MSD.

### Policy statement

MSD's Recruitment Policy aims to ensure:

the people best suited are appointed to positions, based on merit

appointments are based on the skills, behaviours and abilities necessary to carry out the roles effectively

compliance with legislative obligations, including the Public Service Act 2020, Employment Relations Act and Human Rights Act

our practices are consistent with MSD's strategic priorities including Te Pae Tawhiti, Te Pae Tata and our obligations under Te Tiriti o Waitangi.

### Scope

The Recruitment Policy applies to the appointment of permanent, temporary (fixed term), and casual employees to positions in MSD.

### Policy principles

Our recruitment practice is informed by the Public Service Act 2020 including:

Appointment on Merit – Section 72

Obligation to Notify Vacancies – clause 1 of Schedule 8

Obligation to Notify Appointments – clause 4 of Schedule 8

This means:

Appointment is merit based, meaning the ability of a person to perform a job taking into account:

knowledge

skills

qualifications and experience

personal attributes

potential for future development.

Wherever practicable, MSD will advertise all vacancies in an appropriate manner to attract suitably qualified applicants.

Each recruitment process is consistent, fair and transparent.

Selection decisions are merit-based and do not discriminate (either directly or indirectly).

Applicants are given sufficient information that provides an accurate understanding of the role and selection criteria.

Recruitment and selection processes are professional and objective, with selection based on relevant and specific selection criteria.

We value diversity and purposefully recruit people who reflect and understand the diversity of New Zealand and the communities we serve.

All processes and recommendations can be evidenced

We have a robust recruitment process to ensure that every decision appoints the best person with the right skills and values at the right time.

Our standard appointment process normally includes written applications, short listing, competency-based interviewing and reference checking. Additional selection tools can be used such as ability testing and personality profiling.

### Responsibilities

Person/Party	Responsibilities
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## Recruitment Process Overview

Stage	Steps	Tools & Forms
<b>Plan and gain approval to recruit</b>	<ol style="list-style-type: none"> <li>Hiring Manager (HM) checks                             <ul style="list-style-type: none"> <li>resource allocation</li> <li>budget</li> <li><a href="http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/hr/position-establishment-standard.html">position establishment</a> [http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/hr/position-establishment-standard.html]</li> </ul> </li> <li>Hiring Manager gains approval to recruit as per <a href="http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/finance/delegations/delegations-hr.html">HR delegations</a> [http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/finance/delegations/delegations-hr.html]</li> </ol>	<a href="http://doogle/working-here/myhr/recruiting-a-new-employee/story.html">Recruiting a new employee MyHR E-Learn module</a> [http://doogle/working-here/myhr/recruiting-a-new-employee/story.html]
<b>Create recruitment plan</b>	<ol style="list-style-type: none"> <li>Hiring Manager to source panel members</li> <li>Complete a recruitment plan with support from Recruitment Partner if required</li> <li>Outline key technical skills required for the role in line with the position description</li> </ol>	<a href="http://doogle/documents/working-here/managing-staff/recruiting-staff/recruitment-road-map.pdf">Recruitment road map</a> (PDF 88.05KB) [http://doogle/documents/working-here/managing-staff/recruiting-staff/recruitment-road-map.pdf]  <a href="http://doogle/working-here/managing-staff/recruiting-staff/screening-and-assessing-candidates.html">Screening and Assessing Candidates</a> [http://doogle/working-here/managing-staff/recruiting-staff/screening-and-assessing-candidates.html]
<b>Advertise vacancy</b>	<ol style="list-style-type: none"> <li>Check advert copy is still relevant and work with Recruitment Partner to change/update if needed</li> <li>Discuss sourcing options with Recruitment Partner if required</li> </ol>	
<b>Shortlist candidates</b>	<ol style="list-style-type: none"> <li>All candidates are shortlisted and agreed on by the panel [mailto:askhr@msd.govt.nz]</li> <li>Assistant HR Advisor to book candidate(s) for interviews and/or assessment centres and decline unsuccessful candidate(s)</li> <li>Interview questions are confirmed by hiring manager</li> </ol>	<a href="http://doogle/documents/resources/helping-staff/forms-templates/hr/shortlisting-template-blank.doc">Shortlisting template</a> (Word 64KB) [http://doogle/documents/resources/helping-staff/forms-templates/hr/shortlisting-template-blank.doc]
<b>Interview candidates</b>	<ol style="list-style-type: none"> <li>Collect pre-employment paperwork and copy identification</li> <li>Copy qualification(s) (if required)</li> <li>Copy evidence of entitlement to work in NZ (if applicable)</li> <li>Panel identifies preferred candidate(s) based on merit at interview</li> </ol>	
<b>Notify candidates</b>	<ol style="list-style-type: none"> <li>Hiring Manager phones unsuccessful candidates that were interviewed</li> <li>Hiring Manager phones preferred candidate(s) to advise that their application will be progressing</li> <li>Hiring Manager to confirm nominated referees</li> </ol>	

Stage	Steps for preferred candidate(s)	Tools & Forms
<b>Pre-employment checking</b>	<p>18. Hiring Manager completes two reference checks for preferred candidate</p> <p>19. Hiring Manager saves the completed vetting form and ID into MyHR</p>	
<b>Approval to appoint</b>	<p>20. Hiring Manager gains verbal one-up approval</p>	
<b>Make provisional verbal offer</b>	<p>21. Phone candidate(s) to make a provisional verbal offer</p> <p>22. Complete offer approval template in myHR and send for approval</p>	
<b>Offer letter</b>	<p>23. Assistant HR Advisor drafts offer letter in docusign, manager reviews and e-signs offer letter.</p>	
<b>Initiate onboarding</b>	<p>24. Assistant HR Advisor initiates onboarding and completes Day 1 info</p> <p>25. Candidate completes their new employee step in myHR</p>	

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Hiring Manager	<p>Manage the recruitment process ensuring all decisions are fair, transparent and consistent with legislation and MSD policy and practice.</p> <p>Makes recruitment recommendation to the Approving Manager.</p>
Approving Manager	<p>Approves the request to fill the vacancy, confirms that the role is within budget and current structure.</p> <p>Approves the panel composition, that the appropriate selection process was applied, the recommendation and remuneration offer.</p>
Recruitment Partner	<p>Provides guidance and support to hiring managers.</p>

## Definitions

Word/Phrase	Definition
Hiring Manager	The manager responsible for the vacant position. This will usually be the manager the appointee will report to.
Approving Manager	The manager two levels above the vacant position, ie usually the person the hiring manager reports to.
Recruitment Partner	Recruitment subject matter expert.
Appointment on Merit	The person best suited to the job is appointed to the position.

## Related policies

[Appointment Review Guide \[http://doogle/working-here/managing-staff/recruiting-staff/review-of-appointments.html\]](http://doogle/working-here/managing-staff/recruiting-staff/review-of-appointments.html)

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