

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Senior Advisor, Wellbeing - Sensitive Claims

Business Group	Te Pou Taunaki Learning Support, Sensitive Claims
Location	Wellington
Salary band	A7

Mahi i roto i te Ratonga Tūmatanui | 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.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

*He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes*

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

Tēnei Tūranga | About the role

The Senior Advisor, Wellbeing is responsible for walking alongside claimants to ensure their hauora (wellbeing) needs are appropriately met through engaging claimants throughout the Sensitive Claims process. This includes:

- Talking to claimants and listening to understand what their needs, and whānau needs are in terms of wellbeing support while they undertake the claims process.
- Working with them to develop an interim plan to support their wellbeing.
- Connecting claimants to appropriate services that are tailored to their interim plan.

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Ngā Haepapa | Accountabilities

As a Specialist within Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Senior Advisor, Wellbeing you will:

- Work with claimants to develop an interim Hauora plan, to ensure we are supporting claimant and whānau wellbeing needs effectively.
- Ensure engagement with claimants is appropriate and manage difficult and sensitive discussions with empathy and understanding.
- Support the process that checks staff mentioned in claims and enquiries.
- Provide assistance with claims processing activities when required.
- Problem solve and provide solutions to issues by exercising good strategic judgement and tact.
- Provide Ministerial servicing and public comms support where required.
- Ensure appropriate monitoring, reporting and documents management in relation to your mahi.

Wheako | Experience

To be successful in this role you will have the following experience:

- Proven strong analytical skills and excellent inter-personal and relationship management skills.
- Experience in working with community stakeholders.
- Experience working with people who are vulnerable and who may have experienced trauma.
- Knowledge and experience in using Te Ao Maori and/or Te Ao Pasifika frameworks of engagement.
- Accountability for delivery of an important process in a previous role.
- Delivery of high-quality written reports.
- Understanding of the public sector and/or the education sector would be advantageous.

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Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- Managing and delivering on work priorities by using sound work management practices and being purposeful about where you invest your time.
- Strong commitment to teamwork and appreciation of the value of diverse perspectives.
- Determination and good problem-solving skills.
- Analysis and critical thinking alongside curiosity to identify alternative options and openness to new ideas.
- Honesty and courage to conduct your mahi with integrity.
- Resilience when working with challenging material and ability to maintain composure and a sense of perspective in challenging situations.
- Self-awareness and agility, encouraging feedback on your own performance and adapting your approach to optimise effectiveness with new and different situations and people.

Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, confident, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono Valuing Māori	Developing
Pou Mana Knowledge of Māori content	Developing
Pou Kipa Achieving equitable education outcomes for Māori	Developing
Pou Aroā Critical consciousness of racial equity for Māori	Developing

Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	1 April 2026
Approved By	HR Advisory Team