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| Role description |

**Title:**  Grievance Panel Member

**Location:** Various locations

**Accountable to:** Minister for Social Development, through the Ministry of Social Development

**Accountable for:** Oversight and monitoring of the Grievance Process at the Child, Youth and Family Residence

**Hours of Work:** 5 – 10 hours per month

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**Background**

Child, Youth and Family provide residential placements for children and young people in the care of the Chief Executive of the Ministry of Social Development.  The Ministry is mandated through the Children, Young Persons and Their Families Act 1989 and the Residence Care Regulations 1996 to deliver both Care and Protection and Youth Justice services to children, young people, and their families.

Child, Youth and Family operate eight residences nationally.  This includes four care and protection residences:  Whakatakapokai (Auckland), Epuni (Lower Hutt), Te Oranga (Christchurch), and Puketai (Dunedin); and four youth justice residences:  Korowai Manaaki (Auckland), Te Maioha o Parekarangi (Rotorua), Te Au rere a te Tonga (Palmerston North), Te Puna Wai o Tuhinapo (Christchurch).  The Ministry also monitors Te Poutama Arahi Rangatahi (Harmful Sexual Behaviour Unit) in Christchurch.  This service is contracted to Barnardos New Zealand Incorporated by Child, Youth and Family.

Residential services provided by Child, Youth and Family, are a serious intervention in the lives of children and young people. Care and Protection placements are made for children and young people who require an intensive care environment. Youth Justice placements are for young people who have been remanded by the Court into the custody of the Chief Executive because they are not able to be safely placed in the community or for young people who have been sentenced to Supervision with Residence through the Youth Court. A residential placement is only considered when no safe community alternative is available.

Each residence has in place a grievance procedure as set out in the Children, Young Persons, and Their Families (Residential Care) Regulations 1996. Every child and young person placed in a residence has the right to access the grievance procedure to lodge a grievance and the right to advocacy.

A grievance panel is appointed to oversee grievances lodged as part of this procedure. Each panel member is appointed by the Minister on the nomination of the Chief Executive of the Ministry of Social Development, following consultation with: The Principal Youth Court Judge; The Principal Family Court Judge; and The Commissioner for Children. Each panel also includes a Tangata Whenua member from the area in which the residence is situated.

Purpose of Grievance Panel

The functions and duties of the Grievance Panel are to:

* Monitor compliance with the grievance process.
* Conduct reviews that have been referred to the grievance panel in accordance with the outlined procedures.
* Conduct reviews of any decisions made by the residence manager with regards to grievances made to them by a child or young person in the residence.
* Facilitate the residents’ knowledge of the grievance process.
* Provide a quarterly report in writing including information on:
  + Compliance with the grievance procedure
  + Any reviews or investigations carried out in the previous quarter
  + Reports at other times as deemed appropriate.
* Investigate any grievances made regarding the Residence Manager

**Hours of work**

The role of Grievance Panel Member does not have predetermined hours of work.

It is estimated that panel members will spend approximately 5-10 hours per month carrying out their duties, depending on the size of the residence. The amount of time spent engaging in panel duties may fluctuate depending on what, if any, issues arise in relation to the oversight of the grievance process.

**Remuneration**

Grievance Panel Members are remunerated on an hourly basis. The rate of remuneration is dependent on the role undertaken within the panel and lies within the $45-$60 per hour range.

Panel members are also able to claim reasonable travel related expenses. Panel members are required to submit payment claim invoices.

**Key Functional Relationships**

* The children and young people in residential care
* Other grievance panel members
* The residence manager
* Other residence staff
* The National Grievance Panel Co-ordinator
* Residence Grievance Co-ordinator
* External advocates

**Key Accountabilities**

* Monitoring compliance with the residence’s grievance procedure
* Conducting reviews
* Facilitating residents’ knowledge of the grievance process
* Contributing to the writing of the Quarterly Report
* Acting appropriately and professionally

**Person Specification**

**Knowledge, Skills and Attributes Required**

* Ability to relate effectively to children and young people so that their understanding of the grievance process is strong and accurate.
* The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations.
* The ability to provide direction and leadership to others and to maximise the effectiveness of a team.
* The ability to work with others cooperatively and productively in order to achieve group objectives. This may include informal work groups, advisory groups or committees and project teams.
* Excellent oral and written communication skills and the ability to communicate complex ideas to a variety of audiences.
* Good level of literacy, numeracy and computer literacy skills, including the ability to use word processing and spread-sheet software; as well as the ability to readily up-skill computer skills as and when required.
* Experience of report writing and the ability to produce good quality written work in a timely manner.
* Knowledge of, and the ability to apply, the Children, Young Persons and their Families Act 1989, The Children, Young Persons, and their Families (Residential Care) Regulations 1996, Guardianship Act 1968, The Privacy Act 1992, The Official Information Act 1981, The Public Records Act 1993.
* Ability to differentiate between an advocacy role and the role of a grievance panellist, which is largely administrative and semi-judicial.
* The ability and desire to take ownership of one’s development and to proactively pursue opportunities to learn and develop.
* A strong track record of honesty and integrity and the ability to model these attributes to the children and young people.