**Position:** Senior Implementation Advisor

**Children’s Worker** No

**Location:** National Office, Wellington

**Business Unit:** Historic Claims

**Group:** Corporate Solutions

**Reporting to:** Programme Manager Implementation

**Issue Date:** October 2018

**Delegated Authority:** No

**Staff Responsibility:** No

**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 young people, working age people, older people, and families, 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, Corporate Solutions

**Group**

The Corporate Solutions group consists of functions in the areas of human resources, finance, information technology, property and facilities, health, safety and security, legal advice, information security, privacy, risk management and assurance. The group also accredits social service providers and resolves historical claims.

The group provide advice and services to MSD, Oranga Tamariki and the Social Investment Agency.

**Business Unit**

The team works with claimants through an alternative dispute resolution process to help them understand their past experience in care. We acknowledge and recognise harm done, and take steps to put this right. We also provide Oranga Tamariki and other care providers with information about what has occurred in the past to help ensure claimants’ experiences do not happen to others. A key focus of the team is continual improvement based on feedback from all parts of the system to ensure we deliver the best possible outcomes for claimants, and that they encounter mana manaaki (a positive experience every time) whenever they come into contact with us.

**Purpose of the Position:**

The Senior Implementation Advisor works with the Programme Manager to lead the implementation of the new historic claims service design. Working closely with the Programme Manager Implementation, using programme management tools, they develop a work plan for implementing all the elements of the service design that is prioritised according to strategic needs and sets realistic timeframes for delivery. They also work closely with the Strategy Planning and Reporting team to deliver the work plan and ensure the new service design is implemented in an efficient and timely manner.

The Senior Implementation Advisor provides guidance and support to Implementation Advisors and provides quality assurance of their work. They provide regular reporting to the Programme Manager on discrete tasks, identify and address risks to implementation, monitors and reports on progress against implementations plans.

The Senior Implementation Advisor also identifies opportunities for continual improvement and develops recommendations to the Programme Manager in developing and maintaining efficient and effective policies and processes.

**Working Relationships**

**Internal:**

* Historic Claims Team Management and Staff
* MSD Legal Services
* Offices of the Deputy Chief Executives
* Other MSD teams and employees

**External:**

* Claimants
* Other government agencies
* Non-government organisations
* Members of the public
* Lawyers and advocates

**Key Accountabilities**

|  |  |
| --- | --- |
| **Key Result Area** | **Accountabilities** |
| **Analysis, Advice and Support** | * Develop and present advice on complex issues to the Manager Strategy and Performance, General Manager, senior management and Ministers
* Ensure the implications of the Treaty of Waitangi, Human Rights and equity considerations are fully addressed in our work
* Provide high quality advice on complex issues
* Actively provide quality peer review to colleagues
* Articulate the Ministry’s position and strategy on issues (and related rationale) with accuracy and persuasion
* Contribute to strategic level commentary on the historic claims-wide view of the projects and programmes
* Contribute to the establishment of consistent quality practices and standards, adhering to governance arrangements
* Develop project, programme and portfolio level reports and analyse the portfolio reports.
 |
| **Reporting and Monitoring** | * Monitor and analyse performance through gathering relevant data and producing statistical reports for the Programme Manager Implementation and Manager Strategy Planning and Reporting
* Develop and ensure appropriate and consistent reporting processes and report templates are implemented and applied across the historic claims team in line with Ministry standards and frameworks.
 |

|  |  |
| --- | --- |
| **Achieve efficient and effective resolution of historic claims** | * Lead the development and implementation of initiatives to resolve claims in a manner that is mana manaaki
* Identify opportunities to partner with others to deliver a better service for claimants
* Work with the Programme Manager and Manager Strategy, Planning and Reporting to facilitate a whole MSD approach to Historic Claims ensuring coordination and interrogation across all business groups and relevant external stakeholders
* Ensure a focus on claimants’ need whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements
* Work with the Programme Manager and Manager Strategy, Planning and Reporting to develop standardised frameworks and processes that are fit for purpose, efficient and effective
* Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants.
 |
| **Building Māori Capability and Responsiveness** | * Ensure a culturally responsive service is provided to claimants and their whānau, hapu and iwi
* Work in partnership with iwi, hapu and whānau as appropriate
* Have a demonstrated understanding of tikanga Māori and te reo Māori
* Support the development of the Māori capability and responsiveness across the team
* Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Maori within the decision making process.
 |
| **Operational Management** | * Manage safe and secure storage of files and archives relevant to the work of the team
* Ensure information is released according to Ministry policies
* Ensure records are maintained in accordance with Ministry policies
* Identify, manage, mitigate and escalate risks in accordance with the Ministry’s policies and framework
* Ensure that all reporting, audit and quality standards are met and maintained.
 |
| **Mentoring** | * Assist the development and mentoring of Implementation Advisors
* Support the Programme Manager to share effective work practices, systems and productivity to meet the needs of the changing environment by keeping abreast of best practice methodologies and technical competencies relevant to project, programme and portfolio management with the Historic Claims team.
 |
| **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.
 |

Technical/Professional Knowledge and Experience

* Ability to work in a fast-paced environment with shifting priorities - multi-task, prioritise and escalate when appropriate
* Proven ability to write to a high standard (clear, accurate, concise, appropriate to audience)
* Ability to identify risk and manage or escalate as necessary
* Strong analytical and problem-solving skills - able to analyse data and write reports with recommendations based on this analysis
* Experience in and knowledge of the public sector reporting processes and systems requirements
* Experience working on information sharing related projects within a government context
* Sound planning and project management experience
* Commitment to the Treaty of Waitangi and the development of a service that is culturally responsive and incorporates an understanding of a Māori world view
* Demonstrated understanding and working knowledge of tikanga and Te Reo Māori
* Relevant tertiary or post graduate qualification is desirable and experience in the social services or government sector required

**Attributes/Success Factors**

* Highly effective communication skills
* Results oriented with a strong work ethic
* Exercises sound judgement and political sensitivity
* Well-developed analytical and conceptual thinking
* Strong partnership builder, with an ability to connect with people at all levels and build rapport
* Strong commitment to developing and maintaining skills and knowledge
* Proven credibility, integrity and professionalism
* Demonstrates a style that is pragmatic, agile, open-minded, reflective and forward-thinking
* Continuously seeks opportunities for different and innovative approaches to work
* Positively contributes to an inclusive working environment where diversity is acknowledged and respected.
* Ability to influence without authority, and build credibility quickly
* Ability to effectively lead, motivate, develop and coach others towards the achievement of goals

**Other Requirements**

* Willing to travel to fulfil job requirements.