**Position:** Lead Partnerships Advisor

**Children’s Worker** No

**Location:** National Office, Wellington

**Business Unit:** Historic Claims

**Group:** Corporate Solutions

**Reporting to:** Manager Strategy, Planning and Reporting

**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 Lead Partnerships Advisor leads the establishment and management of key partnerships with other government and non-governmental agencies that will deliver strategic outcomes. They identify key partner agencies and develop relationships, key points of contact, and agree on a framework for partnership.

The Lead Partnerships Advisor develops a cross sector view of claimant services and monitors and directs how they contribute to claimant outcomes.

The Lead Partnerships Advisor will also:

* Provide training, mentoring and guidance to the Partnership Advisors and support the Manager identify and lead improvement of processes and systems, manage relationships both within and outside of the Ministry
* Take a lead role in developing and implementing key projects and initiatives on behalf of the Manager
* Identifies opportunities for continual improvement and develops recommendations to the Manager Strategy, Planning and Reporting in developing and maintaining efficient and effective policies and processes

**Working Relationships**

**Internal:**

* Historic Claims team managers and staff
* MSD Legal Services
* MSD Procurement
* Offices of the Deputy Chief Executives
* Other MSD employees

**External:**

* Claimants
* Other government agencies
* Non-government organisations, particularly senior leaders
* Members of the public
* Lawyers and advocates

**Key Accountabilities**

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| **Key Result Area** | **Accountabilities** |
| **Liaison and Relationship Management Strategy** | * Lead the development and delivery of long range plans building public and private sector partners that deliver strategic outcomes * Develop a strategy and framework along with a range of tactical relationship plans that ensure services are connected to Historic Claims Service Design, are of high quality, fit for purpose and meet the range of needs of claimants * Undertake continual environmental scanning to keep abreast of current and emerging trends, opportunities and cross-sector issues the Ministry and its claimants * Establish and maintain a system that continually monitors service quality and measures outcomes against strategic goals * Uphold a culture of continuous improvement and encourage the identification of on-going improvements to processes and practices to achieve better outcomes for claimants. |

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| **Relationship Management** | * Establish and maintain effective relationships with key partners that support the resolution of claims * Champion the Ministry and its values, demonstrate leadership across the Ministry, and build strong internal and external relationships * Provide a voice within the Ministry and advocate on behalf of claimants to ensure the Ministry delivers positive claimant outcomes * Lead the development of constructive cross government relationships with partners and providers, facilitating appropriate outcomes for claimants * Providing timely support and advice to the General Manager and senior management, guiding and directing tactical engagement activities. |
| **Service Quality** | * Contribute to claimant outcomes delivered by other agencies and NGOs by connecting the Ministry’s strategy to the development of services * Ensure the implications of the Treaty of Waitangi, Human Rights and equity considerations are fully addressed in our work * Ensure relevant procurement standards and processes are employed when engaging third party providers * Engage third party service providers with a focus on contract settings, development and negotiation, including performance metrics in the procurement, selection and delivery of claimant services * Negotiate relationships with providers balancing procurement guidelines with the need for best outcomes for the provider, MSD and claimants * Develop and present advice on strategic relationships to the Manager Strategy and Performance, General Manager, senior management and Ministers * 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 informative fit for purpose analysis and reports for key stakeholders * Take a lead role in training and supporting external partners to understand the Ministry’s approach to resolving Historic Claims and any key information required to enable them to participate in delivery of quality services to claimants * Assist in the training, development and mentoring of partnership advisors * Provide support to Historic Claims team members as needed. |
| **Achieve efficient and effective resolution of historic claims** | * Support the Manager to develop and implement plans that support the resolution of claims in a manner that is mana manaaki * Provide support for the claimant support team who are the first point of contact for claimants, provide claimants with regular updates on progress, and meet with claimants to understand their journey through care and provide feedback on assessments * Identify opportunities to partner with others to deliver a better service for claimants * Work with the Strategy, Planning and Reporting team and other managers and team leaders to facilitate a whole MSD approach to Historic Claims ensuring coordination and integration across all business groups and relevant external stakeholders * Promote 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 Strategy, Planning and Reporting team to develop standardised frameworks and processes that are fit for purpose, efficient and effective * Work collaboratively and effectively with other Historic Claims team members to provide a seamless service across the Historic Claims team * Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants. |
| **Building Māori capability and responsiveness** | * Provide a culturally responsive service 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 * Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Maori within the decision making process. |
| **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

* Proven experience in developing and managing strategic relationships and partnerships
* Demonstrated cultural competence and knowledge of Tikanga Māori
* Experience in achieving strategic outcomes through leveraging capability of third party providers
* Demonstrated experience in managing complete multi stakeholder relationships
* Experience and understanding of NGO sector
* Willingness to develop and learn how to provide support and services to those who have experienced trauma
* Experience having difficult conversations and leading them to a constructive outcome
* Able to relate to and work with a wide range of clients, including adapting the communication style depending on the audience
* Sound understanding of key issues faced by claimants and their families and how they relate to social sector organisations and MSD
* Awareness of the risks clients may face and how to support clients.

**Attributes/Success Factors**

* Strong ability to understand the client's needs and respond accordingly
* Demonstrated experienced of anticipating and resolving problems making decisions based on sound risk management analysis
* Ability to resolve problems and make decisions with limited information
* The ability to assess complex information and present a clear and succinct analysis of it both in oral and written form
* Exemplary standard of written and oral communication
* First class advisory skills
* The ability to identify a wide range of possible information sources, critique that information and collate it into a comprehensive and meaningful summary
* Well-developed interpersonal skills
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Ability to demonstrate empathy, and understand client needs, concerns and priorities.

**Other Requirements**

* Willing to travel to fulfil job requirements.