**Position:** Senior Strategic 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:** July 2019

**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 Strategic Advisor will work closely with the Lead Strategic Advisor. They will:

* Support the Lead Strategic Advisor to establish and maintain a cross agency approach (including health, MOE, OT and MSD) to developing key policy decisions that reflect the Governments principles, improve alignment of services and support a joined-up Crown approach
* Support, as required, the development of policy papers and strategic advice for cross-agency discussion, the Leadership Team and the Minister
* Provide operational support to prepare for litigation
* Provide support and assistance, as required, to progress and redress for older claims assessed under our previous process
* Assist in responding to any work coming out of the Crown Secretariat to support the response to the Royal Commission.

**Working Relationships**

**Internal:**

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

**External:**

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

**Key Accountabilities**

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| **Key Result Area** | **Accountabilities** |
| **Strategy Development, and Advice** | * Provide specialist advice and briefings to support decision making processes
* Contribute to the strategic direction of Historic Claims and MSD through use of expertise and advice
* Contribute to the discussion of and implementation of strategic management issues
* Ensure the implications of the Treaty of Waitangi, Human Rights and equity considerations are fully addressed in our work
* 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
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| **Litigation and Trial Support** | * Provide support, as required, in contacting and managing relationships with witnesses, including assisting in briefing and supporting witnesses as agreed with the legal team and Crown Law Office
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| **Relationship Management** | * Work in a collaborative way with other agencies involved in claims of historic abuse (Health, education, Oranga Tamariki etc)
* Provide timely support and advice on the resolution of claims, supporting them in delivering their business objectives
* Champion the Ministry and its values, demonstrate leadership across the Ministry, and build strong internal and external relationships.
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| **Risks and Issues Management** | * Assist in identifying, addressing, and ensuring timely response to resolve on-going and emerging issues facing Historic Claims
* Provide advice on the management of strategic issues impacting of achieving outcomes for claimants.
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| **Achieve efficient and effective resolution of historic claims** | * Support the development and implementation of planning and reporting templates that support the Historic Claims team to resolve claims in a manner that is mana manaaki (a positive experience every time)
* Identify opportunities to partner with others to deliver a better service for claimants
* Ensure a focus on claimants’ need whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements
* Understand the constraints of the Historic Claims processes but strive to be flexible and empathetic to individual claimants.
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| **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.
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| **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.
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#### Technical/Professional Knowledge and Experience

* Ability to work in a fast-paced environment with shifting priorities
* Relevant tertiary or post graduate qualification is desirable
* Experience in the social services or government sector (Required for Senior Advisor, Desirable for Advisor)
* Experience working on information sharing related projects within a government context.
* Demonstrated ability to write to a high standard (clear, accurate, concise, appropriate to audience)
* Analytical and problem-solving skills - able to analyse data and write reports based on this analysis with recommendations (Highly Developed for Senior Advisor)
* Proven ability to connect with people at all levels and build trusted rapport
* Experience in and knowledge of the public sector reporting processes, with an understanding of the processes systems required to meet these requirements
* Project management experience (Required for Senior Advisor, Desirable for Advisor)
* Ability to multi-task, prioritise and escalate when appropriate
* Experience in developing creative and resourceful solutions to meet business need.

**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.