

# POSITION DESCRIPTION

## Oranga Tamariki—Ministry for Children



Title:	Associate Service Manager
Group:	Transition Support Service
Reports to:	Service Manager
Location:	Wellington or Auckland
Direct Reports:	Nil
Budget:	Nil

## OUR ORGANISATION

<b>About us</b>	Oranga Tamariki—Ministry for Children is a new Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.
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<b>Our vision</b>	Our vision is: New Zealand values the wellbeing of tamariki above all else.
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<b>Our purpose</b>	Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.
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<b>The Oranga Tamariki way</b>	We're introducing a new way of doing things. A way of looking at the world that guides everything we do:
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<b>Our core outcomes</b>	<p>Our core outcomes are:</p> <ul style="list-style-type: none"><li>- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish</li><li>- Improved outcomes for all children, especially tamariki and rangatahi Māori.</li></ul>
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## POSITION PURPOSE

The purpose of this role is to champion and manage components of the transition services through the service lifecycle with a strong focus on continuous improvement. Working closely with the Service Managers this will include research and gathering insights, in particular understanding the customer, service performance, contributing to the service vision and monitoring, reviewing and developing the services. Within the organisation being the “go to” for aspects of the service as a point of escalation for opportunities and advice.

The role will work closely with all operating and supporting functions in Oranga Tamariki to ensure that the overall service strategy is delivered including achieving benefits and improved outcomes for young people.

## KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<b>Service/Product Management</b>	<ul style="list-style-type: none"><li>– Demonstrate through your work a commitment to the Treaty of Waitangi (Te Tiriti o Waitangi).</li><li>– Determine young people's needs and requirements by engaging directly with young people and frontline staff and using service design and/or other appropriate techniques to obtain this information.</li><li>– Champion and manage components of the Transition Services by reviewing specifications and requirements; appraising new ideas and/or improvements.</li><li>– Assess Transition service offerings by comparing Oranga Tamariki's services to others both nationally and internationally in pursuit of best practise services.</li><li>– Monitor and provide advice on national and international trends and developments as they relate to design, techniques and methods of delivery.</li><li>– Contribute to the vision and strategy of the transition services.</li><li>– Contribute to the development and implementation of national and regional operating plans to reflect Transition priorities.</li><li>– Maintain technical knowledge by attending appropriate workshops and conferences.</li><li>– Provide advice and guidance to the team and wider organisation in relation to the Transition services.</li><li>– Take collective responsibility as a Transition Team member to ensure we support each other in achieving exceptional outcomes for young people.</li></ul>
<b>Management of Resources</b>	<ul style="list-style-type: none"><li>– Develop a work programme for allocated work area, clearly identifying priorities and desired outcomes.</li><li>– Identify potential risks and mitigation strategies to achieve the work programme.</li><li>– Ensure collaborative working across the organisation, and successfully develop and manage relationships with Oranga</li></ul>

	<p>Tamariki managers and staff to ensure the effective delivery of Transition services.</p> <ul style="list-style-type: none"> <li>– Provide management information by preparing short term and long term demand forecasts for services and special reports and analysis regionally and nationally.</li> <li>– Actively monitor and manage service performance, including assurance and evaluations. Provide reports, analysis and information as necessary.</li> <li>– Contribute to the management of contracted providers, which may include capability building, to enhance performance.</li> </ul>
<b>Future service development</b>	<ul style="list-style-type: none"> <li>– Identify future opportunities and approaches to specifically improve outcomes for young people transitioning to adulthood.</li> <li>– Use continuous improvement methodology to improve services and solutions for young people.</li> </ul>
<b>Work effectively with stakeholders</b>	
	<ul style="list-style-type: none"> <li>– Identify key stakeholders within Oranga Tamariki and develop and maintain strong and effective relationships</li> <li>– Proactively manage interfaces between the team and the rest of the organisation to ensure that advice is provided when needed.</li> <li>– Engage effectively with key external stakeholders including Iwi, Māori, Pacifica and other cultural groups; other government agencies and service providers.</li> <li>– Working with research and evaluation team, identify opportunities to draw on national and international expertise.</li> </ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"> <li>– Actively and positively participate as a member of the team</li> <li>– Proactively look for opportunities to improve the operations of Oranga Tamariki</li> <li>– Perform any other duties as needed by Oranga Tamariki</li> <li>– Comply with and support all health and safety policies, guidelines and initiatives</li> <li>– Ensure all incidents, injuries and near misses are reported into our H&amp;S reporting tool</li> <li>– Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known</li> <li>– Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li> </ul>

## KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"> <li>– Service Managers</li> <li>– Insights and Data Manager</li> <li>– System Activation Manager</li> <li>– Regional Managers and Site Managers, Services for Children and Families</li> </ul>
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	<ul style="list-style-type: none"> <li>– Regional Managers and Site Managers, Youth Justice</li> <li>– Partnering for Outcomes</li> <li>– Youth Justice Residences</li> <li>– Tamariki Advocate / Voices for Children</li> <li>– Care Services</li> <li>– National Contact Centre</li> <li>– Māori &amp; Pacific Advisors</li> <li>– Professional Practise Group</li> <li>– Business Intelligence and Evaluation Centre</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>– Māori and iwi organisations</li> <li>– Providers of contracted transition services</li> <li>– Ministry of Social Development</li> <li>– Ministry of Health</li> <li>– Ministry of Education</li> <li>– Ministry of Housing and Urban Development</li> <li>– Corrections</li> <li>– Staff from other government departments and Non-Government agencies.</li> <li>– Advocacy Groups</li> </ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>– A relevant qualification or equivalent experience is required</li> <li>– A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>– Demonstrated experience working with customers and using data to support decision making.</li> <li>– Service / product management experience in a social service environment desirable.</li> <li>– Experience in using qualitative and/or quantitative research / data</li> <li>– A proven record in establishing, building and maintaining effective and cohesive working relationships</li> <li>– Experience of effective cross functional working.</li> <li>– Familiarity with working in a care / human services environment</li> </ul>
<b>Skills and behaviours</b>	<ul style="list-style-type: none"> <li>– A customer centric approach</li> <li>– Commitment to positive outcomes for children, young people and their families and caregivers</li> <li>– Excellent verbal, written and interpersonal communication and presentation skills</li> <li>– Ability to positively influence others</li> <li>– Analytical ability and able to think creatively</li> <li>– Ability to prioritise effectively and to manage competing</li> </ul>

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	<p>priorities and deadlines</p> <ul style="list-style-type: none"> <li>– Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori</li> <li>– An understanding of the role of Oranga Tamariki and other government and non-government agencies</li> <li>– Sound judgement and political sensitivity</li> <li>– An understanding of the machinery of government</li> <li>– Passion to provide useful high quality information to stakeholders in a way that is timely, meaningful and accessible for them</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>– Some travel within NZ will be required.</li> </ul>

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## POSITION COMPETENCIES

Competency	Description of success profile behaviour
<b>Service Delivery</b>  The ability and desire to focus attention on meeting the needs of all clients of Oranga Tamariki and to ensure service delivery standards are met or exceeded	<ul style="list-style-type: none"> <li>– Works to exceed client expectations</li> <li>– Contributes to the development and implementation of a client-focused strategy</li> <li>– Monitors client satisfaction; monitors service standards and implements cost-effective ways to improve service quality</li> <li>– Identifies potential setbacks or obstacles to meeting clients' needs</li> <li>– Improves others' ability to meet client needs across a region.</li> </ul>
<b>Continuous Improvement</b>  The ability to review, develop and improve systems, processes and services in order to maximise organisational performance and support the achievement of the organisation's strategic goals. This includes the ability to lead and drive change and to support others through change processes.	<ul style="list-style-type: none"> <li>– Demonstrates ongoing enthusiasm and drive for continuous improvement</li> <li>– Explores beyond present work boundaries in search of opportunities</li> <li>– Shows an ability to use formal principles for proactively seeking and developing changes which have widespread benefit</li> <li>– Coaches, encourages and inspires others to seek improvements to operations</li> <li>– Helps others to see the difference between "what is" and "what could be"</li> <li>– Positively welcomes and initiates change, and champions change processes</li> <li>– Ensures clear communication of change and the reasons behind change.</li> </ul>
<b>Cultural Responsiveness</b>  The ability and desire to show cultural sensitivity, awareness and understanding of diversity.	<ul style="list-style-type: none"> <li>– Demonstrates an understanding of the key concepts embodied within the Treaty of Waitangi and their application to Oranga Tamariki</li> <li>– Understands the social, ethnic and behavioural characteristics of those from different cultural backgrounds and is able to translate that knowledge into work practices and delivery of services</li> <li>– Collaborates with different cultural communities regarding service delivery and demonstrates a willingness to work together; demonstrates that cultural responsiveness is valued, clearly defined, understood and applied within Oranga Tamariki.</li> </ul>
<b>Stakeholder Engagement</b>  The ability to build and maintain effective working relationships with key stakeholders in order to enhance understanding and co-operation to achieve desired	<ul style="list-style-type: none"> <li>– Proactively builds networks and positive working relationships with key stakeholders and service providers in order to maximise the effectiveness of services, promote synergy in and across service provision, and to eliminate any duplication of services</li> <li>– Identifies and acts on opportunities to partner with</li> </ul>

Competency	Description of success profile behaviour
results.	stakeholders and other parties to champion initiatives that achieve positive outcomes for the client, Oranga Tamariki and Government.
<b>Team Orientation</b> Teamwork is working collaboratively with others and actively committing to be part of the team. It involves developing trust between team members and following through on commitments made to the team.	<ul style="list-style-type: none"> <li>– Values and acknowledges the input and expertise which others in the organisation can provide; facilitates collaboration across different teams</li> <li>– Seeks to actively promote a positive team atmosphere by understanding issues from other people's perspectives.</li> </ul>
<b>Results Orientation</b> The ability and desire to achieve effective results, and work towards or exceed an agreed goal.	<ul style="list-style-type: none"> <li>– Sets challenging and achievable targets</li> <li>– Demonstrates an ability to act independently and responsibly to reach targets</li> <li>– Succeeds in encouraging others to set and achieve high standards</li> <li>– Achieves outstanding results through sustained actions over time in the face of obstacles</li> <li>– Ensures actions provide long-term sustainable benefit to the organisation.</li> </ul>
<b>Impact and Influence</b> The ability to seek and gain mutual understanding in a variety of situations in order to develop effective relationships and to influence favourable outcomes for the organisation.	<ul style="list-style-type: none"> <li>– Uses a variety of means for influencing others; shows an ability to recognise the dynamics of different situations</li> <li>– Quickly establishes positive communication links with external parties</li> <li>– Anticipates how others will react to different situations and attempts to tailor the approach effectively</li> <li>– Can convince others and gain agreement.</li> </ul>

#### Desirable competencies

Competency	Description of success profile behaviour
<b>Problem Solving</b> The ability to apply an objective, logical and systematic approach to understand an issue or problem and to make a decision or to develop a recommendation or solution.	<ul style="list-style-type: none"> <li>– Breaks down a complex situation into manageable parts in a systematic way</li> <li>– Identifies the key factors in a situation; recognises several likely causes of events, or several consequences of action</li> <li>– Uses analytical techniques to consider a range of options, the consequences of each and their relative merit</li> <li>– Fosters a joint problem solving approach.</li> </ul>

Competency	Description of success profile behaviour
<p><b>Public Service Context</b></p> <p>Understands the principles and conventions of government and the constitutional, legal and politically neutral framework in which one works in the Public Service. This includes recognising the impact of future environmental, economic, and social developments and trends on public sector policies, processes and methods.</p>	<ul style="list-style-type: none"> <li>– Understands and adheres to current government policies and practices, recognising what the organisation is doing and why</li> <li>– Demonstrates sensitivity to the relationships between key players in the public service</li> <li>– Is able to see one's own organisation from different perspectives.</li> </ul>
<p><b>Integrity</b></p> <p>The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner. This also includes operating with credibility in any situation.</p>	<ul style="list-style-type: none"> <li>– Sets and adheres to personal and organisational ethical standards</li> <li>– Handles occasional ethical dilemmas</li> <li>– Regularly self-assesses personal behaviours and performance.</li> </ul>