

# POSITION DESCRIPTION

## Oranga Tamariki—Ministry for Children



Title:	Caregiver Recruitment & Support Operations Manager
Group:	Care Services
Reports to:	General Manager – Caregiver Recruitment & Support
Location:	As specified
Direct Reports:	Yes
Budget:	Yes

## OUR ORGANISATION

### About us

Oranga Tamariki—Ministry for Children is a 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.

### Our vision

New Zealand values the wellbeing of tamariki above all else.

### Our purpose

To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

### The Oranga Tamariki way

We're introducing a new way of doing things. A way of looking at the world that guides everything we do:



### Our core outcomes

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish.
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

# POSITION PURPOSE

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The Caregiver Recruitment & Support (CGRS) team is part of the Care Services team. We are responsible for providing stable loving homes for tamariki. We embrace the principles of mana tamaiti, whakapapa and whanaungatanga. We put caregivers at the centre of everything we do. We are entirely committed to delivering excellence in the caregiver journey.

The Operations Manager role will build and lead a high performing caregiver centric team to deliver exceptional recruitment and support services to caregivers. You will lead the overall work programme across the regions, to maximise performance of caregiver recruitment and support of the regional teams. This role forms part of a cross functional team, interacting with other areas of the organisation, to ensure that caregiver expectations and needs are exceeded.

You will lead people, change, quality assurance, risk and budgets. Your role will be to implement and embed nationally agreed protocols, processes and systems to enable full and effective delivery of services to caregivers, acting as CGRS representative on regulatory issues, including compliance with Care Standards.

This role is part of the CGRS Leadership Team.

# KEY ACCOUNTABILITIES

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Key Result area	Key Accountabilities
<b>Strategy &amp; Leadership</b>	<ul style="list-style-type: none"> <li>- Actively participate and contribute in the development of our strategic direction, and lead the implementation of initiatives and plans to achieve success for our caregivers</li> <li>- Contribute to the development of national operating plans and develop and implement regional plans to reflect caregiver priorities.</li> </ul>
	<b>Our People</b>
	<ul style="list-style-type: none"> <li>- Create an inspiring team environment with an open communication and feedback culture to enhance practice and service delivery excellence</li> <li>- Ensure the capability and capacity is in place to achieve improved outcomes for caregivers, especially Māori.</li> <li>- Ensure identification and development of talent that will support caregiver and staff retention, quality performance and Kaimahi Ora.</li> <li>- Promote and role model the values of Oranga Tamariki including good employer principles and practices and expected high standards of responsiveness and behaviour in operations.</li> <li>- Understand and implement your manager Health, Safety and Security accountabilities, ensuring health, safety and security policies and procedures are understood, followed and implemented by all employees.</li> </ul>

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**Our Customers**

- including caregivers, stakeholders
- Ensure all regional caregiver services are planned, delivered, measured, and that proactive corrective action is taken to resolve concerns and drive improvement.
- Lead internal and external stakeholder engagement –including presentation of ideas and results, to achieve and demonstrate outcomes for caregivers.
- Work collaboratively with the Caregiver Insights Manager to ensure feedback themes are understood and opportunities for improvement are taken.
- Build and enhance a caregiver centric team culture of quality practice using customer insights, quality assurance mechanisms and reporting, that support continuous learning and improvement

Respond to complaints and requests in accordance with procedures and ensure Ministerials, Official Information Act and Privacy requests are managed in accordance with organisational standards.

**Resources & Reporting**

- Responsible for forecasting requirements, annual budget setting and phasing, analysis of variances and corrective actions to ensure targets are met.
- Ensure Oranga Tamariki resources are managed in the best way to achieve outcomes for children and caregivers.
- Ensure Key Performance Indicators – general and regionalised are set, measured and reported.

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**Risk Management**

- Anticipate and adapt to changes and demands – react quickly to manage risk and challenges, ensuring that team members are informed and understand their role
- Identify any organisational risks, including financial, people, practice or environmental, and take action to minimise their impact.
- Escalate risks and propose appropriate action where necessary.
- Manage within cost centre budget.

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**Relationships and Engaging with Partners**

- Ensure we create a caregiver centric environment where our caregivers are valued as partners in the care of tamariki.
- Ensure effective relationships with partner agencies, NGOs, community groups and contracted service providers
- Develop, build and enhance relationships with, Māori and Pacific and other client groups
- Manage the effective use of contracted services providers where applicable

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- Work with Māori and other stakeholders to develop recruitment and support partnerships and activities that improve outcomes for Māori

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**Leadership and management**

- Future builder - help staff and the organisation navigate the future
- People builder – develop people and identify talent
- Deliverer - make things happen, with and through others
- Steward - lead in a public service context, contributing to a better New Zealand
- Understand and implement your manager Health, Safety and Security accountabilities
- Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.

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**Being part of the Oranga Tamariki Team**

- Actively and positively participate as a member of the team
  - Work collaboratively with regional and site managers to ensure best outcomes for Tamariki and caregivers.
  - Proactively look for opportunities to improve Oranga Tamariki operations
  - From time to time, you may be required to perform other reasonable duties as requested by your manager
  - Comply with and support all health and safety policies, guidelines and initiatives
  - Ensure all incidents, injuries and near misses are reported into our H&S reporting tool
  - Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known
  - Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct
  - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate this into your work.
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## KEY RELATIONSHIPS

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- Internal**
- Caregivers
  - Caregiver Social Workers, Caregiver Supervisors and Caregiver SWRAs
  - CGRS Leadership Team and DCE Care
  - Regional and Site Managers
  - Tamariki Advocate
  - Office of the Chief Social Worker/Director, Partnering for Outcomes
  - Pacific Unit, Care Services
  - Oranga Tamariki staff
- External**
- Independent advocacy services including Fostering Kids
  - Key intersectorial agencies, including the Ministry of Health, the Ministry of Education, the Ministry of Social Development, Police
  - Iwi and Māori organisations
  - NGOS and other providers

## QUALIFICATIONS & EXPERIENCE

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- Qualifications**
- A tertiary business qualification and/or equivalent relevant experience is essential. A social work qualification is desirable.
  - Clean drivers licence
- Experience**
- Demonstrated experience in leading high performing teams and managing service delivery operations.
  - Experience in business planning, financial management, resource allocation and performance monitoring processes
  - Background in process planning – including how to set up systems and processes to ensure efficient service delivery with a focus on quality and risk management. This includes systems and people management aspects of process planning
  - Demonstrated management experience in complex politically sensitive environments
  - Successful management of risk in critical situations – including media management
  - Demonstrated people management
  - Experience working with and commitment to improving outcomes for Māori.
- Skills**
- Understanding and consideration of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
  - Strong interpersonal and relationship management skills and the

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ability to positively influence others.

- Customer centricity
  - Leadership and people management – including an ability to transition people through change and build resilience.
  - Effective conflict management skills
  - Decision making - able to resolve problems and make decisions with limited information in a practical and straightforward way.
  - Reporting
  - Planning and organising, including delegation
  - Ability to work in collaborative peer and other stakeholder relationships, with an ability to negotiate and influence action
  - Understanding of the social services environment and the complexity of pressures that can impact on staff - critical thinking and problem solving
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