

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Children's Team Support Manager
Group:	Services for Children and Families
Reports to:	Children's Team Manager/Operations Support Manager Children's Team
Location:	As specified
Direct Reports:	No
Budget:	No

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

Our vision is: New Zealand values the wellbeing of tamariki above all else.

Our purpose

Our purpose is: 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

Our core outcomes are:

- 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

The purpose of the Children's Team Support Manager position is to support the Children's Team Manager/Operations Support Manager Children's Team to ensure appropriate processes and procedures are in place to ensure the safety of children who are supported by the Children's Teams. This role also ensures the Children's Team model is implemented as designed; keeping the child at the centre and mobilising workforce resources across social, health, education and justice sector agencies.

The Children's Team Support Manager is expected to work collaboratively with the Children's Team Manager/Operations Support Manager Children's Team, the wider Services for Children and Families group, and with other agency leaders, providers and the local community. They will support the delivery of results by leveraging opportunities (Oranga Tamariki and cross agency) and develop effective relationship management, communication, and change management in a sustainable manner.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Leadership and Management	<ul style="list-style-type: none">- Provide leadership for the administration support staff- Ensure the effective operation of systems and procedures to ensure quality of processes and outputs and a joined up approach to operational delivery- Support Oranga Tamariki thinking and processes to maximise efficiencies in technology and business design, business processes and long term business sustainability- Model collective decision making and issue resolution processes- 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.
Strategic Management	<ul style="list-style-type: none">- Work with the Children's Team Manager/Operations Support Manager Children's Team, other senior managers and local governance groups to contribute to the development of long range strategies for the implementation and operation of the Children's Teams in the designated sites- Work with the Children's Team Manager/Operations Support Manager Children's Team to support the development of strategic and operational regional plans.
Operations Management	<ul style="list-style-type: none">- Ensure quality assurance systems and mechanisms that

Key Result area	Key Accountabilities
	<p>demonstrate adherence to national standards and local design principles are in place</p> <ul style="list-style-type: none"> - Analyse performance trends and produce high quality performance reports including recommendations that drive continuous improvement - Support the Children’s Team Manager/Operations Support Manager Children’s Team in the development of high quality Children’s Teams service and advice - Support the Children’s Team Manager/Operations Support Manager Children’s Team to ensure rigorous standards of analysis and risk assessment are achieved - Use knowledge, expertise and experience to define and understand issues and to identify and anticipate customer needs - Ensure performance reporting is of a high standard.
Stakeholder Engagement and Relationship Management	<ul style="list-style-type: none"> - Develop and maintain relationships with key stakeholders that contribute to supporting effective operational delivery - Develop partnerships with agency leads of existing and emerging multi-agency initiatives that achieves effective co-ordination across programmes - Develop strong networks with key staff across Oranga Tamariki.
Financial Management	<ul style="list-style-type: none"> - Assist the Children’s Team Manager/Operations Support Manager Children’s Team to plan, control and report on the operational budget and ensure the Children’s Team complies with all relevant financial management systems and delegations within the Public Finance Act.
Resource Management	<ul style="list-style-type: none"> - Ensure training and development needs for administration staff are identified and addressed so that overall levels of competence are increasing - Establish systems and commitments to ensure staff are aware of performance expectations and are given regular feedback, coaching and performance assessments.
Being part of the Oranga Tamariki team	<ul style="list-style-type: none"> - Actively and positively participate as a member of the team - Proactively look for opportunities to improve the operations of Oranga Tamariki - From time to time, you may be required to perform other duties as needed 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

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - General Manager Children’s Team - Children’s Team Members - National Office Team - Lead Professionals - Local Governance Group - Oranga Tamariki staff
External	<ul style="list-style-type: none"> - Relevant senior managers and representatives of government departments, agencies and Crown entities - NGO/Community groups and providers - Local government - Iwi

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A relevant tertiary qualification, or equivalent management experience - A clean, current driver’s licence is essential and a willingness to drive the Ministry’s vehicles.
Other Requirements	<ul style="list-style-type: none"> - Willingness to travel within New Zealand to fulfil the requirements of the role.
Experience	<ul style="list-style-type: none"> - Demonstrated people management experience in leading high performing teams - Knowledge and/or experience of contemporary issues in social services delivery - Previous experience in the public sector is necessary - Previous experience in cross agency programmes and operational delivery - Track record of managing performance aligned to desired outcomes and driving continuous improvement - Practice experience in care and protection, child health and/or education services is desirable.
Skills	<ul style="list-style-type: none"> - An established record of leadership including good judgement, intellectual flexibility and originality, and the capacity to think strategically - Knowledge of key legislation that impacts on children

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- A proven record of managing programmes and teams in a complex and demanding environment
 - Excellent verbal, written and interpersonal communication skills
 - Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
 - Knowledge of machinery of government and State sector processes and systems
 - Sound knowledge of the Government's direction and policy priorities
 - Expertise in change management and financial management skills
 - Strong leadership and negotiation skills and highly developed motivational skills
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
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