

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Engagement Lead
Group:	Change PMO
Reports to:	Programme Manager
Location:	Auckland
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 this role is to support the Whānau Care programme by:

- Navigating and managing effectively and efficiently key relationships with iwi and kaupapa Māori organisations and Oranga Tamariki staff at all levels.
- Leading and managing the delivery of co-design outputs and milestones from commissioning through to growing across the lifecycle of project delivery.
- Supporting the design and implementation of Whānau Care services with iwi and kaupapa Māori organisations, and affected sites/regions to successfully transform care services.
- Ensuring all reporting, monitoring and evaluation requirements and administrative tasks are completed on time and to a high degree of quality.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Relationship and stakeholder management	<ul style="list-style-type: none"> - Establish and grow relationships with iwi and kaupapa Māori organisations – as well as Oranga Tamariki staff – that are positive, effective and respectful. - Build rapport with related stakeholders, in order to provide advice, guidance and counsel that is purposeful, trusted and influential. - Be a sounding board for both iwi/kaupapa Māori organisations and related Oranga Tamariki site staff. - Ensure that all stakeholders understand their accountabilities and plan sufficient time and effort to meet their requirements. - Manage relationship issues between iwi/kaupapa Māori organisations and relevant sites, as well as escalation.
Project management and delivery	<ul style="list-style-type: none"> - Manage project timelines and deliverables in a manner consistent with project management practices. - Identify strategic implications and linkages across the business unit, Oranga Tamariki, Government and other sectors. - Support the wider Whānau Care and Caregiver Recruitment and Support Service project teams to meet high-level objectives and outcomes. - Manage project scope, dependencies, communications, reporting and updates, allocated budgets and timelines in a manner which meets the expectations of iwi/kaupapa Māori organisations and Oranga Tamariki staff.
Design and implement services	<ul style="list-style-type: none"> - Manage the design and implementation of services between iwi/kaupapa Māori organisations and relevant sites effectively and diligently. - Enable innovation and collaboration between iwi/kaupapa Māori organisations and Oranga Tamariki sites throughout the co-design and implementation phases of Whānau Care. - Support and lead the development of change management tools and activities with Oranga Tamariki sites to ensure alignment with co-designed services.

In-Confidence

Strategic Focus	<ul style="list-style-type: none">- Participate in and support process of strategic management, including planning within Partnering for Outcomes.- Contribute to operational strategies and policies, develop and implement strategy that will contribute to the strategic direction of Community Outcomes and Services and Oranga Tamariki as a whole.
Lead Professional Practice	<ul style="list-style-type: none">- Create or seek out new systems or methods that will demonstrate best practice and be a better, more efficient, cost effective way of doing things- Lead, influence and support regional staff to ensure consistently high-quality support and advice to stakeholders.- Challenge conventional ways of thinking and assumptions and to generate innovative ideas that gain widespread support- Set, monitor and achieve high standards of quality and accuracy.
Relationship Management	<ul style="list-style-type: none">- Ensure professional networks are developed and maintained with national and regional Lead Planning and Performance Advisors so that relationships are effective.- Build and maintain strong internal and external relationships in support of the team's role and contribution to the work of Partnering for Outcomes and Services, Oranga Tamariki service lines, Minister(s) offices, other government agencies, non-government agencies and other key stakeholders- Act in a manner which is consultative, non-territorial and collegial- Gain consensus by taking into account a variety of views and perspectives, and shaping those views into a coherent position which is acceptable to others.
Risk Management	<ul style="list-style-type: none">- Actively identify and manage risk, ensuring strategies are in place to mitigate them- Act as a key conduit for national and regional Partnering for Outcomes Advisors and other stakeholders providing regular feedback to Manager/s on issues that have arisen that require further analysis, follow-up or clarity.
Develop others	<ul style="list-style-type: none">- Support and up-skill advisors and keep the team informed of progressions around the implementation of the Care Standards- Feedback local knowledge to the Care Standards team and community of practice to share learning- Highlight any issues and concerns to Care Standards team
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 reasonable duties as requested by your manager- Comply with and support all health and safety policies, guidelines and initiatives

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- 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 these into your work.
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KEY RELATIONSHIPS

Internal

- Whānau Care project team members
- Caregiver Recruitment and Support Service project team members
- Manager Māori
- Change PMO
- Partnering for Outcomes
- Regional and site managers
- Site staff
- Other staff and contractors

External

- Whānau Care partners
- Iwi and kaupapa Māori organisations

QUALIFICATIONS, SKILLS & EXPERIENCE

Qualifications

- A clean, current driver's licence is preferred and a willingness to drive the Ministry's vehicles.
- Tertiary qualification in a relevant discipline or equivalent work experience
- Extensive experience in working in the social/health/education sectors in the coordination or delivery of social services
- Extensive understanding of funding and contracting systems and processes

Other requirements

- Willingness to travel within New Zealand to fulfil the requirements of the role

Skills and Experience

- Demonstrated ability to understand, operate in, share and grow knowledge in Te Ao Māori and te reo Māori me onā tikanga
 - An understanding of social work or community-driven practice and delivery
 - Excellent relationship management skills, with the ability to communicate, influence and drive decision-making effectively and efficiently
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- Experience working in both the public sector and the social/community sector
 - Demonstrated ability to support and influence outcomes when working with virtual teams
 - Knowledge and/or experience of contemporary issues in social services delivery
 - Comprehensive experience in social service contracting, planning and performance reporting as well as an understanding of contracting support roles and social sector investment
 - Proven successful experience in risk assessment and project management
 - An understanding of the public sector environment and the role, duties and expectations of public servants.
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POSITION COMPETENCIES

Competency	Description of success profile behaviour
	<ul style="list-style-type: none">- An excellent ability to motivate, direct, and sustain teams and to influence action in areas for which they have responsibility but not line management authority- An excellent ability to work in a fluid environment, work with ambiguity, and deliver high quality outcomes to deadlines and budgets- Ability to provide high quality, balanced analysis and advice on a range of specialist or highly complex issues and present robust conclusions within specified timeframes without significant assistance- Highly developed interpersonal skills with a demonstrated ability to relate to staff at all levels and an ability to develop working relationships on an individual basis as required- Ability to promote and lead change- Strengths-based leadership, with the ability to collaborate with others across the spectrum of Oranga Tamariki activity to achieve mutually agreed goals- Strong problem resolution and decision making skills – able to anticipate and resolve problems and make decisions based on sound risk management analysis- Strong relationship management skills – able to establish and maintain effective relationships with key stakeholders across the social services sector- Highly Effective verbal and written communication skills - able to facilitate meetings and deliver effective presentations
