

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Executive Manager
Group:	Services for Children and Families
Reports to:	Regional Manager
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've introduced 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 Executive Manager role is to provide senior strategic leadership support to Regional Managers across all operational groups in the implementation of their strategic priorities and business plans.

This role will support operational regional managers to drive forward new initiatives aimed at improving local service provision to tamariki and whanau, as well as supporting critical operational areas such as risk and issues management, business continuity and emergency management and stakeholder engagements.

The role will work closely with all Oranga Tamariki leaders in their region to support cohesion and co-operation across operational delivery lines and aligned with Oranga Tamariki's core priorities.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Mentoring and Leadership	<ul style="list-style-type: none">- Support Regional Managers in their leadership of the team by identifying opportunities to share leadership challenges and by becoming a natural source of advice and support for team members- Provide strategic advice, support, and leadership to operational groups colleagues- Mentor, support and assist other members of the regional team- Demonstrate the behaviour of a leader: creating a supportive and positive environment, helping others develop and achieve, and acting in the interests of the full team.
Continuous Improvement and Change Management	<ul style="list-style-type: none">- Work with Regional Managers to support the implementation of local and national change programmes, projects and initiatives- Promote visibility within the region of change priorities, opportunities and activities- Lead and oversee regional projects as directed by Regional Manager(s)- Supports Regional Managers in the leadership and oversight of programmes across the region, ensuring each work stream is appropriately resourced, milestones are met and key outcomes delivered to internal and external stakeholders- Identify and recommend strategies to improve operational delivery arising from day to day management of operational matters.
Risk and Issues Management	<ul style="list-style-type: none">- Manage the provision, timeliness and quality of regional responses to serious events, ministerial complaints and information requests (including Official Information Act requests, Parliamentary Questions, Private Secretary requests and Select Committee requests)- Manage the provision, timeliness and quality of regional responses to Coroners matters, including reporting, pending

Key Result area	Key Accountabilities
	<p>inquests and findings, ensuring learning's are disseminated and staff are supported</p> <ul style="list-style-type: none"> - Oversee the provision of advice to Regional Managers, recommending strategies and responses for dealing with a range of operational issues - Co-ordinate service responses across other Oranga Tamariki service delivery lines where required to effectively address operational risks and issues.
<p>Emergency Management and Business Continuity</p>	<ul style="list-style-type: none"> - Take a lead role in responding to potential and actual emergency events in the region, in close liaison with Regional Managers and the National Office Emergency Management and Business Continuity team - Ensure risk and incident management advice and support is provided to Regional Managers including identifying, managing and monitoring tamariki emergency management and business continuity arrangements - Ensure that regional welfare services provided in an emergency are co-ordinated in line with Ministry policies - Support the development and implementation of local emergency management strategies so that Ministry's essential services continue to be delivered to the fullest extent possible - Liaise with National Office to ensure a consistent national approach for the provision of welfare in emergencies - Act on behalf of Regional Managers on the Regional Emergency Management Group(s), ensuring activation and response procedures are in place including maintaining early notification and alert systems (such as advisories, warnings, contact lists, email groups and rosters).
<p>Media and Public Relations Management</p>	<ul style="list-style-type: none"> - Manage the provision, timeliness and quality of information to support, inform and respond to communication, media and public relations needs for the region - Provide advice, analysis and recommendations regarding local matters which the Ministry may be required to comment publically on - Oversee the provision of advice to Regional Managers, recommending strategies and responses for dealing with different issues and risks - Contribute to the delivery of the national communications and media programmes and strategies within the region - Liaise with National Office regarding the communication and media related matters as appropriate.
<p>Stakeholder and Relationship Management</p>	<ul style="list-style-type: none"> - Initiate, build and maintain relationships and networks with key stakeholders within Oranga Tamariki and the wider Ministry - Represent Regional Manager(s) at key external regional forums as agreed representing Oranga Tamariki and ensuring

Key Result area	Key Accountabilities
Being part of the Oranga Tamariki team	<p>alignment/representing organisational priorities</p> <ul style="list-style-type: none"> - Work collaboratively with key partners and stakeholders on joint initiatives, projects and programmes of work - Support the Chief Executive's office to provide quality information, advice and guidance in response to requests from Ministers, members of the public and other stakeholders - Develop, build and foster relationships with external stakeholders and other client groups within a service delivery context to ensure services are proactive, timely and appropriate - Proactively respond to and resolve stakeholder concerns and issues on behalf of regional managers - Ensure all relevant stakeholders are kept informed on progress of responding to issues, seeking their contribution and validation of information as appropriate. <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 - 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.

KEY RELATIONSHIPS

Internal

- Regional Managers Youth Justice
- Care Services Managers
- Managers in other business groups (e.g. Partnering for Outcomes)
- Site and Youth Justice Managers
- General Manager Business Implementation
- Principal Advisor Services for Children and Families
- National Office teams (e.g. Serious Issues, Media, Communications and Engagement, Feedback and Complaints, Operational Policy)

External

- Office of the Chief Social Worker
- Deputy Chief Executives
- Independent advocacy service
- Local government/community/providers/Non-Government Organisations
- Ministers, Members of Parliament and their Outside of Parliament staff and teams
- Office of the Children's Commissioner
- Other Government agencies, e.g. NZ Police, Ministry of Justice, Ministry of Health, Ministry of Education, Ministry of Social Development
- Te Aroha Whānau and other youth advisory groups that may be established
- Iwi and Māori organisations
- Members of the public, tamariki, caregivers and whanau receiving services from Oranga Tamariki
- Schools and educational providers

QUALIFICATIONS & EXPERIENCE

Qualifications

- Relevant experience in a similar leadership role and / or organisations is required
- A relevant tertiary qualification in Social Work or similar discipline is preferred
- A clean, current driver" licence is essential.

Other requirements

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

Experience

- Proven successful senior management experience with a knowledge of relevant policies, processes and practice
 - Demonstrated ability to work in collaborative peer and other stakeholder relationships
 - A sound understanding of client centred and, resolution focussed complaints and issues management
 - A sound knowledge and experience of statutory and public service process – including but not limited to Official Information Act requests, Parliamentary Questions, Ministerial questions and media enquiries
 - Sound knowledge of Oranga Tamariki, social welfare issues and operational policy
 - A working knowledge and experience of the Oranga Tamariki Act 1989 and its operation, as well as knowledge of the Official Information and Privacy Acts and other relevant legislation
 - Practical project management experience.
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Skills

- Highly developed organisational skills – able to operate autonomously while gaining the co-operation of others
 - Excellent relationship management skills – able to establish, build and maintain effective working relationships at all levels of the Ministry, as well as with key stakeholders
 - Strong leadership skills and motivation skills – able to lead and motivate a team towards the achievement of goals, understands leadership styles and their influence
 - Strong commitment to attaining goals – target driven, generates new ideas, seeks solutions to problems before being asked, takes action that goes beyond solving the immediate problem
 - Strong problem resolution and decision making skills – able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and make sound decisions based on these considerations
 - Excellent interpersonal skills – able to adapt these to suit the needs of the audience, able to influence others to accept ideas/strategies
 - Ability to communicate complex ideas and strategies through a range of formal, informal, written and oral mediums
 - Ability to prioritise and manage time effectively across a range of crucial and competing priorities
 - Ability to handle confidential material in a professional and discrete manner and the ability to generate confidence when dealing with Officials, Oranga Tamariki managers, staff and clients
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
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