

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Senior Advisor Complaint Management
Group:	Policy and Operational Support
Reports to:	Team Leader Feedback and Complaints
Location:	As specified
Direct Reports:	No
Budget:	No

## OUR ORGANISATION

### About us

Oranga Tamariki—Ministry for Children is 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 this role is to assess, investigate and respond to feedback and complaints (feedback) received by Oranga Tamariki. This role is central to ensuring feedback received is valued and appropriately responded to, in a timely manner.

A key responsibility is to ensure the feedback mechanism is child-centric. This includes supporting children and young people to provide feedback and raise concerns, engaging directly with children and young people to ensure their views are appropriately considered and ensuring children are put at the centre when resolving feedback received from adults.

The Senior Advisor Complaint Management is a key member of the Feedback and Complaints Team which is responsible for leading the Oranga Tamariki response to feedback, delivering a nationally consistent approach to feedback resolution and ensuring insights gained from feedback received by Oranga Tamariki are effectively utilised to inform service improvement.

This role operates in a complex political environment and involves high profile stakeholder management and influencing to a senior level.

## KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<b>Complaint Management</b>	<ul style="list-style-type: none"> <li>– Take a central role in the response Oranga Tamariki has to feedback in line with the Feedback Principles, CCS Operating Frameworks and values of Oranga Tamariki</li> <li>– Promotes people providing feedback to Oranga Tamariki receive an effective, timely and nationally consistent response</li> <li>– Ensure management is appropriately briefed about emerging risks and themes from feedback</li> <li>– Assess and manage individual feedback cases escalated to the national Feedback and Complaints Team</li> <li>– Assess and manage individual feedback cases that are triaged to be reviewed by the centralised complaint pathway</li> <li>– Undertake assessments on complaints that are to be considered by the CE Advisory Panel.</li> <li>– Engage directly with tamariki and rangatahi at a level appropriate to their development stage and ability and using language they can understand</li> <li>– Ensure tamariki and rangatahi at the centre of decision-making in the assessment and investigation process</li> <li>– Promote responses to feedback are timely, child-centric and safety-focused</li> <li>– Promote the importance of hearing the voices and views of children and young people to strengthen practice and improve outcomes.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>– Build and maintain strong relationships across Oranga Tamariki and other departments and agencies as appropriate</li> </ul>

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>– Know when consultation with or briefing of others is required, and who needs to be informed or involved</li> <li>– Recognise when there may be relationship management issues and seek advice as needed.</li> </ul>
<b>Cultural Competence</b>	<ul style="list-style-type: none"> <li>– Recognise bicultural partnership in Aotearoa New Zealand and reinforce the values, rights and mana of Māori, underpinned by the principles of Te Tiriti o Waitangi</li> <li>– Promote engagement with all participants is underpinned by cultural awareness, sensitivity, knowledge, skills and behaviours</li> <li>– Provide a range of ways for participants to engage with the feedback mechanism in a way that works for them</li> <li>– Commit to on-going development in cultural competence in working with Māori and other cultures</li> <li>– Demonstrate understanding of, and commitment to, our Māori cultural framework.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>– Identify any organisational risks and take action to minimise their impact</li> <li>– Effectively manage risks within the work and establish and contribute to the maintenance of a risk management framework</li> <li>– Escalate risks and propose appropriate mitigation where necessary.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>– Work with management to identify themes from the feedback and complaints data to inform feedback loops and improve services</li> <li>– Contribute to training and capability improvement, performance improvement and policy/process improvement</li> <li>– Promote understanding that effectively responding to feedback can strengthen practice and improve outcomes.</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>– From time to time, you may be required to perform other reasonable duties as requested by your manager</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> </ul>

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>– Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li> <li>– Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"> <li>– Regional Managers</li> <li>– Practice Leaders</li> <li>– Site Managers</li> <li>– Executive Managers</li> <li>– Youth Justice Managers</li> <li>– Care Services Managers</li> <li>– Social Work Supervisors</li> <li>– Other Oranga Tamariki Staff</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>– Tamariki and rangitahi</li> <li>– Family/whānau and other clients</li> <li>– VOYCE - Whakarongomai</li> <li>– Social Services organisations</li> <li>– Other government agencies as appropriate</li> </ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>– A qualification in social work recognised by the Social Worker Registration Board (or an equivalent qualification) is preferred</li> <li>– A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>– Willingness to travel within New Zealand to fulfil the requirements of the role.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>– A passion and commitment for engaging with and advocating for children and young people</li> <li>– Ability to engaging with children and young people as well as engaging with family/ whānau and wider family networks</li> <li>– Experience in working with children and their families / whānau</li> <li>– Proven successful experience in working with people from diverse cultural backgrounds , in particular Māori and Pacific Peoples</li> </ul>

- 
- Sound knowledge of Oranga Tamariki Act 1989, the Vulnerable Children's Act 2014 and other relevant legislation
  - Knowledge of child, adolescent and human development
  - Ability to work independently as well as part of a team
  - Thorough working knowledge of the machinery of government including issues management and processes
  - An understanding of the governance arrangements and public sector context within which Oranga Tamariki works and applies it to judgement and decision making
- 

### **Skills**

- Excellent verbal, written and interpersonal communication skills
  - Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
  - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
  - Outstanding relationship skills (including conflict resolution, negotiation and mediation), with demonstrated ability to work in collaborative peer and other stakeholder relationships
  - Highly developed organisational and planning skills with the ability to prioritise work effectively to manage competing priorities and deadlines
  - Effective investigative and problem-solving skills, with the ability to analyse and respond appropriately to complex and difficult situations
  - Excellent communicator, with the ability to translate complex information and ideas into a language that can be understood by a wide range of people and produce high quality written work.
-