

# POSITION DESCRIPTION

## Oranga Tamariki—Ministry for Children

Title:	Principal Advisor Pacific
Group:	Care Services
Reports to:	General Manager Pacific
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

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The purpose of this role is to provide support and advice to the General Manager Pacific to work across all service groups to link up service planning and delivery with evidence on the aspirations, needs, experiences and effective services for Pacific children and young people, in order to improve their outcomes.

## KEY ACCOUNTABILITIES

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Key Result area	Key Accountabilities
<b>Operational</b>	<ul style="list-style-type: none"><li>– Provide up to date and high level strategic advice to the General Manager Pacific, in both verbal and written form to a high standard.</li><li>– Ensuring the voices of Pacific children and young people and their families inform service planning and delivery.</li><li>– Work with data to identify trends, patterns, and themes within and across sites, recommend initiatives and improvements to processes and systems that will assist to continue to improve service delivery.</li><li>– Identify performance improvement opportunities either at a process or individual level and lead action to implement them as required.</li><li>– Contribute to the development of and support the planning framework and strategic priorities of Oranga Tamariki, and regularly report progress against the plan. This includes ensuring Key Performance Indicator (KPIs) standards are managed effectively and met.</li><li>– Undertake or participate in the investigation of high profile cases as requested by the General Manager Pacific.</li><li>– Foster the principles of the Oranga Tamariki Act 1989 in Oranga Tamariki policies and procedures.</li><li>– Maintain a high standard of personal integrity in all matters and ensure Oranga Tamariki processes and protocols are followed.</li></ul>
<b>Project Delivery</b>	<ul style="list-style-type: none"><li>– Lead identified projects including:<ul style="list-style-type: none"><li>▪ The planning and delivery of services that meet the aspirations and needs of Pacific children and young people and that deliver improved outcomes.</li><li>▪ The commissioning of evidence on effective services for Pacific children and young people.</li></ul></li><li>– Lead and participate in significant projects or key accountability initiatives, including those that cross unit, group and inter-sectorial boundaries.</li></ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"><li>– Work with the General Manager Pacific towards the positive management of relationships with external bodies, agencies and other stakeholders.</li></ul>

Key Result area	Key Accountabilities
<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> <li>– Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct.</li> <li>– Commitment to the Treaty of Waitangi and respect and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"> <li>– Pacific Team</li> <li>– Pacific networks within Oranga Tamariki.</li> <li>– Other Oranga Tamariki staff</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>– Oranga Tamariki Pacific Panel</li> <li>– Pacific NGOs and community groups</li> <li>– Other organisations that are engaged in partnerships with Pacific people, including the Ministry for Pacific People.</li> <li>– Ministry of Social Development</li> <li>– Ministry of Health</li> <li>– Ministry of Education</li> <li>– Ministry of Justice.</li> <li>– Mainstream NGOs that work predominantly with Pacific people</li> <li>– Other Government agencies operational interfaces.</li> </ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>– A relevant tertiary qualification is desirable</li> <li>– A current clean driver's licence.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>– Demonstrated people management experience in leading high performing teams.</li> <li>– Knowledge and/or experience of contemporary issues in social services delivery.</li> <li>– Deep understanding of, and experience in the design, planning and/or delivery of effective services for Pacific children and</li> </ul>

	young people and their families.
<b>Skills</b>	<ul style="list-style-type: none"> <li>– Excellent verbal, written and interpersonal communication skills</li> <li>– Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others</li> <li>– Demonstrated ability in leading and implementing service transformation.</li> </ul>

## POSITION COMPETENCIES

Competency	Description of success profile behaviour
<b>1. Impact &amp; Influence</b> The ability to seek and gain mutual understanding in a variety of situations in order to develop effective relationships and to influence favourable outcomes for the organisation.	<ul style="list-style-type: none"> <li>– Uses a variety of means for influencing others; shows an ability to recognise the dynamics of different situations.</li> <li>– Quickly establishes positive communication links with external parties.</li> <li>– Anticipates how others will react to different situations and attempts to tailor the approach effectively.</li> <li>– Can convince others and gain agreement.</li> <li>– The ability to apply an objective, logical and systematic approach to understand an issue or problem and to make a decision or to develop a recommendation or solution.</li> <li>– Can convince others and gain agreement.</li> </ul>
<b>2. Strategic Focus</b> The ability to stand apart from day-to-day activities and take a broad or long-term perspective. This includes the ability to define a future view of the organisation and to identify broader strategic and conceptual issues for planning and decision making.	<ul style="list-style-type: none"> <li>– Is aware of and understands the Oranga Tamariki aims, values and strategy and ensures own region or sphere of influence has plans that are in line with the strategic objectives.</li> <li>– Is actively involved in the strategic planning process; understands key factors such as political issues.</li> </ul>
<b>3. Problem Solving</b> The ability to apply an objective, logical and systematic approach to understand an issue or problem and to make a decision or to develop a recommendation or solution.	<ul style="list-style-type: none"> <li>– Breaks down a complex situation into manageable parts in a systematic way.</li> <li>– Identifies the key factors in a situation; recognises several likely causes of events, or several consequences of action.</li> <li>– Uses analytical techniques to consider a range of options, the consequences of each and their relative merit.</li> <li>– Fosters a joint problem solving approach.</li> </ul>

Competency	Description of success profile behaviour
<b>4. Stakeholder Engagement</b>  The ability to build and maintain effective working relationships with key stakeholders in order to enhance understanding and co-operation to achieve desired results.	<ul style="list-style-type: none"> <li>– Proactively builds networks and positive working relationships with key stakeholders and service providers in order to maximise the effectiveness of services, promote synergy in and across service provision, and to eliminate any duplication of services.</li> <li>– Identifies and acts on opportunities to partner with stakeholders and other parties to champion initiatives that achieve positive outcomes for the client, Oranga Tamariki and Government.</li> </ul>
<b>5. Cultural Responsiveness</b>  The ability and desire to show cultural sensitivity, awareness and understanding of diversity.	<ul style="list-style-type: none"> <li>– Demonstrates an understanding of the key concepts embodied within the Treaty of Waitangi and their application to the Oranga Tamariki.</li> <li>– Understands the social, ethnic and behavioural characteristics of those from different cultural backgrounds and is able to translate that knowledge into work practices and delivery of services.</li> <li>– Deep understanding of, and experience in the design, planning and/or delivery of effective services for Pacific children and young people and their families.</li> <li>– Respect and standing among Pacific organisations and leaders.</li> <li>– Experience in leading and implementing transformative change.</li> </ul>
<b>6. Service Delivery</b>  The ability and desire to focus attention on meeting the needs of all clients with Oranga Tamariki and to ensure service delivery standards are met or exceeded	<ul style="list-style-type: none"> <li>– Works to exceed client expectations.</li> <li>– Contributes to the development and implementation of a client-focused strategy.</li> <li>– Monitors client satisfaction; monitors service standards and implements cost-effective ways to improve service quality.</li> <li>– Identifies potential setbacks or obstacles to meeting clients' needs.</li> <li>– Improves others ability to meet client needs across a region.</li> </ul>
<b>7. Leadership</b>  The ability to inspire and communicate a compelling vision which generates enthusiasm and commitment to the organisation's goals.	<ul style="list-style-type: none"> <li>– Communicates the organisation's vision, values and principles.</li> <li>– Models the behaviours required to achieve the vision.</li> <li>– Develops, energises and motivates others to work towards the vision.</li> <li>– Supports a culture that is consistent with the organisation's strategic goals.</li> </ul>

Competency	Description of success profile behaviour
<b>8. Continuous Improvement</b>  The ability to review, develop and improve systems, processes and services in order to maximise organisational performance and support the achievement of the strategic goals of Oranga Tamariki. This includes the ability to lead and drive change and to support others through change processes.	<ul style="list-style-type: none"> <li>– Demonstrates a strong desire to find better ways of doing things.</li> <li>– Promotes the attitude “we can keep doing things better”.</li> <li>– Seeks and accepts suggestions from others about service improvements.</li> <li>– Is prepared to take responsibility for developing and implementing ideas for improvement within a region.</li> <li>– Helps others understand the implications of change and guide them through change processes.</li> </ul>
<b>9. Team Orientation</b>  Teamwork is working collaboratively with others and actively committing to be part of the team. It involves developing trust between team members and following through on commitments made to the team.	<ul style="list-style-type: none"> <li>– Values and acknowledges the input and expertise which others in the organisation can provide; facilitates collaboration across different teams.</li> <li>– Seeks to actively promote a positive team atmosphere by understanding issues from other people’s perspectives.</li> </ul>
<b>10. Public Service Context</b>  Understands the principles and conventions of government and the constitutional, legal and politically neutral framework in which one works in the Public Service. This includes recognising the impact of future environmental, economic, and social developments and trends on public sector policies, processes and methods.	<ul style="list-style-type: none"> <li>– Is sensitive to and understands the political environment, culture and sensitivities of the Oranga Tamariki.</li> <li>– Is aware of contextual issues of change and their impact and implications for the service.</li> <li>– Understands the big picture beyond one’s Department.</li> <li>– Is aware of political and organisational realities, including environmental, economic and social factors.</li> <li>– Accepts and communicates political realities.</li> </ul>
<b>11. Integrity</b>  The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.	<ul style="list-style-type: none"> <li>– Displays high personal ethics and acts as a role model for the organisation.</li> <li>– Consistently demonstrates the desired behaviours and has a reputation for trustworthiness.</li> <li>– Able to handle situations that involve major ethical dilemmas.</li> </ul>

Competency	Description of success profile behaviour
<p>This also includes operating with credibility in any situation.</p>	
<p><b>12. Results Orientation</b></p> <p>The ability and desire to achieve effective results, and work towards or exceed an agreed goal.</p>	<ul style="list-style-type: none"> <li>– Works to achieve self-set goals.</li> <li>– Plans and achieves required results without prompting and takes effective contingency measures where possible.</li> <li>– Demonstrates a high level of persistence, drive and energy.</li> <li>– Takes full personal responsibility for making things happen within own area of control, or where parameters are clearly defined.</li> <li>– Manages conflicting priorities.</li> </ul>