

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Advisor, Caregiver Experience and Learning
Group:	Care Services
Reports to:	Caregiver Experience and Learning Manager
Location:	Wellington
Direct Reports:	Nil
Budget:	Nil

INTRODUCTION – PUBLIC SERVICE

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

OUR ORGANISATION

About us	Oranga Tamariki—Ministry for Children is a new 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 Caregiver Recruitment & Support (CGRS) team is part of the Care Services team. We are responsible for providing stable loving homes for tamariki. We embrace the principles of mana tamaiti, whakapapa and whanaungatanga. We put caregivers at the centre of everything we do. We are committed to delivering excellence in the caregiver journey.

The purpose of this role is to lead:

- A programme of work to ensure Oranga Tamariki is informed by the voices of caregivers and that these voices influence the development of policy, practice and services
- Specific engagements with Māori caregivers, Māori advisory and sector groups to guide understanding of experiences, needs and issues to be addressed by CGRS and wider across the Ministry
- Engage with senior leaders to influence and generate change
- Specific engagements with caregivers to improve caregiver learning opportunities
- Work across the organisation and the sector to advocate and build partnerships that will benefit caregivers
- Be a champion of the importance of caregiver voice and exceptional caregiving experience
- Provide support, as appropriate, to ensure the learning design and delivery aligns to the overall Oranga Tamariki approach to learning.
- Have continued engagement with Professional development team, as a key stakeholder, for learning design standards, methodology and principles as it applies to this role.

You will be responsible for delivering on a programme of work which includes providing advice, influencing and listening to the voices of caregivers and identifying opportunities for change and improvement.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Advocacy, Advice and support	<ul style="list-style-type: none"> - Provide high level advocacy and advice and support to internal and external stakeholders on: <ul style="list-style-type: none"> o best practice, evidence and insights from caregivers so they can be easily applied across the organisation and in communities o How to engage positively with caregivers and community - Provide timely, accurate and complete reports to management and the wider business
Cultural competency	<ul style="list-style-type: none"> - Have a strong understanding of, and commitment to te Tiriti o Waitangi, and kaupapa Māori approaches of practice - Champion the Oranga Tamariki Māori cultural framework and ensure that the voice of caregivers is reflected in how the framework is applied - Champion and encourage the five objectives of mana tamaiti, whakapapa and whanaungatanga - Knowledge and understanding of tikanga Māori and te reo Māori
Analysis and Research	<ul style="list-style-type: none"> - Provide relevant and researched subject matter expertise and leadership as appropriate - Communicate the findings of research and evaluation to stakeholders and ensure all key stakeholders are aware of wider issues around services that support caregivers, and opportunities for innovative initiatives/projects - Develop and maintain expertise and knowledge to support the provision of advice
Learning and experience deliverables	<ul style="list-style-type: none"> - Work with the Manager, to engage and support the wider Caregiver Recruitment and Support and Care Services teams, caregivers and wider Oranga Tamariki teams by: <ul style="list-style-type: none"> o Ensuring caregiver voices are reflected in the Experience and Learning work within Oranga Tamariki sites and the wider organisation through advice o Developing and Supporting Caregiver Experience and Learning initiatives for caregivers o Providing expert advice that is culturally appropriate for caregivers and others, so that information and advice resonates with caregivers and the wider team - Engage with the Professional Development team, as appropriate, to ensure alignment with the overall Oranga Tamariki approach to

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Key Result area	Key Accountabilities
	learning, including learning design standards and learning methodology.
Project Management	<ul style="list-style-type: none"> - Coordinate the scoping of projects, including the development of key milestones, timelines, consultation processes, risk analysis and resourcing requirements - Ensure key milestones are met - Keep manager informed of work progress and emerging issues - Ensure any governance requirements and processes are met - Ensure accurate reporting as required (e.g. status reports, exception and change reporting) - Undertake project review and evaluation - Identify and consult with all key stakeholders of any project/process and ensures strategies are developed to gain buy-in and commitment to desired outcomes
Process Improvement/Information Sharing	<ul style="list-style-type: none"> - Drive a programme of continuous improvement underpinned by caregiver voices, data and insights - Test and improve learning with caregiving whānau Provide regular feedback on any issues and trends emerging in Caregiver support and development within the Ministry and external channels - Provide support, training and advice to staff in the Ministry linking with parent support and development providers and programmes
Relationship management and stakeholder engagement	<ul style="list-style-type: none"> - Engage with caregiving whānau to ensure Oranga Tamariki is informed by their voices - Communicate caregiving whānau voices and experiences across Oranga Tamariki to inform policy, services, materials. - Establish and maintain strong and effective relationships in order to achieve organisational outcomes - Partner with key stakeholders to ensure that work programmes are aligned and complementary - Establish relationships with key agencies and organisations to collaboratively offer learning and support services to caregiving whānau - Implement effective communication processes to ensure that information flows freely - Ensure communications are timely, easily understood and meet the needs of the audience
Mentoring/Coaching	<ul style="list-style-type: none"> - Provide coaching and/or mentoring to other team members as well as professional support and advice as necessary - Provide a leadership role in forums and processes within the Care Services group and within wider Oranga Tamariki and external forums as required - Represent and support the Manager where required

Key Result area	Key Accountabilities
Risk management	<ul style="list-style-type: none"> - Identify any organisational risks and take action to minimise their impact - Effectively manage risks and escalate risks and propose appropriate mitigation where necessary
Being part of the Oranga Tamariki team	<ul style="list-style-type: none"> - Collaborate with others through the life span of projects, positively participating as a member of the team - Escalate issues that require a managerial response (taking a 'no surprises' approach) - Proactively look for opportunities to improve the operations of Oranga Tamariki - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work - Perform other relevant duties as needed by Oranga Tamariki - Manage workflow in conjunction with your manager, by ensuring appropriate planning, prioritisation and re-prioritisation of work as required - 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 RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - Caregiver Recruitment and Support Operations Managers and Managers - Services for Children and Families, Adoptions and Youth Justice - Research and Evidence Centre - Partnering for Outcomes - Professional Practice Group - Professional Development - Transitions team - Voices of Children - Treaty Response Unit - Pacific Team - Care Services Leadership team
External	<ul style="list-style-type: none"> - Caring Families Aotearoa - Iwi - NGOs and agencies

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - Relevant tertiary qualifications and/or relevant experience in this sector. - Must hold a current clean driver's licence and be prepared to drive the Ministry's vehicles if required.
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"> - Knowledge and/or experience of contemporary issues in social services delivery, community development and child development - Expertise and knowledge of Te Ao Māori, Te Tiriti o Waitangi, child development concepts and strategies - Ability to engage effectively with whānau, hapu and iwi - Expertise in group facilitation and in-depth interviews with diverse groups. - Project management experience - Knowledge of government processes and direction
Skills	<ul style="list-style-type: none"> - Strong organisational ability to optimise and prioritise conflicting demands in a busy environment, to achieve deadlines and see responsibilities through to completion - Good interpersonal and communication skills, including oral and written communication and particularly the ability to present ideas, information and advice in a way that is understandable by a range of audiences - Excellent self-management skills, including working effectively without direct supervision, managing and organising fluctuating workloads in sometimes stressful situations - Is able to work in an, at times, ambiguous and changing environment - Able to work effectively and competently with people at all levels; build and maintain relationships, within and external to the Ministry - 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 these considerations - Coaching and mentoring skills - Exercises sound analysis, judgment, and political sensitivity - Flexible, adaptable and pragmatic - Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected - Understands and appreciates cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture

