

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Advisor International Casework
Group:	Care Services
Reports to:	Manager International Casework and Adoption
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 International Casework team is to provide advice, support and oversight of casework relating to the movement of children across borders where there are concerns relating to child protection and/or adoption. Such concerns may include immigration matters, fraudulent adoption cases, trafficking and smuggling of children and children being victims of modern-day slavery.

The Senior Advisor will work directly with front-line staff and other agencies both within and outside New Zealand to advise and direct casework and develop and oversee the implementation of plans for children. The role will also include developing practice guidelines for staff and reporting on issues relating to the movement of children across borders. This role will have a specific focus on children in the Pacific.

The Senior Advisor will be involved in the Children Across Borders Working Group (CABWG), which is a cross-government initiative being led by Oranga Tamariki. The role of this group is to develop and implement greater safeguarding measures for children crossing New Zealand borders.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Operational Support	<ul style="list-style-type: none">- Lead the effective and timely provision of advice and support to Managers, site and regional staff- Provide the effective operation of a 'first point of contact' for:<ul style="list-style-type: none">o requests for advice on individual cases and operational policies, processes and best-practiceo internal and external groups to request and receive case-level information and intelligence- Ensure the comprehensive and timely collection and maintenance of case-level information on key operational priorities as required- Communicate appropriate information about incidents / issues to the Manager and GM as required and ensure accurate, up-to-date and comprehensive information about the incident / issue is maintained through to resolution.
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.
Continuous Improvement	<ul style="list-style-type: none">- Investigate and document root causes of process irregularities, to inform prevention of future reoccurrences and to improve processes- Takes a lead in the continuous improvement of operational support systems and processes.- Help with the development and management of operational guidance and advice within the team.
Mentoring and Leadership	<ul style="list-style-type: none">- Mentor, support and assist other members of the International Casework team and the wider organisation in all aspects of

international casework

- 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
- Support the Manager 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.

Relationship Management

- Build and maintain relationships and networks with key stakeholders internal and external stakeholders
- Ensure all relevant stakeholders are kept informed on progress of responding to issues, seeking their contribution and validation of information as appropriate
- Identify and manage relationship and reputation risks associated with work
- Ensure communications are timely, easily understood and meet the needs of the audience
- Work collaboratively with others to ensure strategies are implemented and business requirements are met effectively.

Being part of the Oranga Tamariki team

- 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

- Front line operational staff
- The Adoption Service
- The Pacific Team
- Operational Policy
- Office of the Chief Social Worker
- Legal Services

External	<ul style="list-style-type: none"> - New Zealand Police - Ministry of Pacific Peoples - Ministry of Foreign Affairs and Trade - Ministry of Business, Innovation and Employment (Immigration NZ) - Department of Internal Affairs (Citizenship) - Ministry of Justice - Ministry of Social Development - Ministry of Education - Ministry of Health
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QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A social work qualification is required
Other requirements	<ul style="list-style-type: none"> - Willingness to travel both within and outside New Zealand to fulfil the requirements of the role.
Experience	<ul style="list-style-type: none"> - Relevant experience in working in the Pacific or within Pacific communities in New Zealand. - Proven successful Senior Advisory experience with a strong operational background and good knowledge of Oranga Tamariki policies, practice and processes - A sound understanding of the Oranga Tamariki Act 1989 - Sound knowledge and experience of statutory and public service processes - Demonstrated experience working in collaborative peer and other stakeholder relationships - Demonstrated background in the analysis and drafting of reports, official correspondence, Ministerial briefings and other relevant papers.
Skills	<ul style="list-style-type: none"> - Strong problem resolution and risk management skills – able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and provide sound advice based on these considerations - 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 - Builds and maintains rapport with others based on their own integrity and honesty - Strong client focus – able to establish, build and maintain sound working relationships - Strong oral and written communication skills

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- Strong commitment to attaining goals – generates new ideas, seeks solutions to problems before being asked, takes action that goes beyond solving the immediate problem
 - Ability to handle confidential material in a professional and discrete manner and the ability to generate confidence when dealing with officials, Oranga Tamariki managers and staff
 - Sound judgement and political sensitivity
 - Ability to focus on both strategic and operational issues
 - Flexible, adaptable and pragmatic
 - Highly developed organisational skills
 - Understanding of the significance and relevance of international instruments and Conventions when responding to cross-jurisdictional cases
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of Pacific peoples’ culture and tikanga Māori.
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