

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Advisor Operational Support
Group:	Services for Children and Families (South)
Reports to:	Manager Operational Support
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 Operational Support team is to provide and/or commission the support and advice required by operational leaders on day-to-day operational issues such as serious events, Coroner's matters, incidents and risk management. In addition the Operational Support team provides technical expertise to support managers to navigate across complex cases.

The purpose of the Senior Advisor, Operational Support role is to support operational leaders to manage and resolve matters that cross regional boundaries. This role also:

- provides support to manage, resolve and provide oversight of day-to-day operation of national programmes, initiatives and service
- provides support operational managers in the management of case-related issues, incidents and requests for case-related information.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Operational Support	<ul style="list-style-type: none">– Lead the effective and timely provision of support to operational leaders with the resolution of matters that cross regional boundaries, when they arise– Provide the effective operation of a 'first point of contact' for:<ul style="list-style-type: none">○ requests for advice on operational policies, processes and best-practice○ internal and external groups to request and receive case-level information and intelligence– Provide effective and comprehensive monitoring and support for particular programmes, initiatives and services by the operational support group, as required by operational leaders– Lead the effective and timely provision of support for operational engagement in internal and external review processes, including Practice Analyses, Coroner's Reports, Chief Executive's Panel and other regulatory review processes.– Ensure the effective operation of a single point of escalation and triage for case-related issues and incidents.– Ensure the comprehensive and timely collection and maintenance of case-level information on key operational priorities (e.g. inappropriate placements data) as required– Case-level data review and correction eg Child Mortality and Suicide Review Committees, CYRAS corrections– Communicate appropriate information about incidents / issues to the Minister's Office, CE's Office, media team 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 knowledge within the team.
Mentoring and Leadership	<ul style="list-style-type: none"> – Mentor, support and assist other members of the Operational Support team and the wider organisation in all aspects of operational support and systems and other work completed by the Operational Support 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 – 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	<ul style="list-style-type: none"> – Build and maintain relationships and networks with key stakeholders within Oranga Tamariki – 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	<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	<ul style="list-style-type: none">- All operational leaders- Operational Policy- Office of the Chief Social Worker- Communications- Feedback and Complaints- Governance- Risk and Assurance- Health and Safety- Legal- Ministerial Support- Chief Executive's Office- Minister's Office
External	<ul style="list-style-type: none">- Police- Ministry of Education- Ministry of Health- Office of the Children's Commissioner

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none">- A relevant tertiary qualification is required or equivalent relevant experience.
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">- Proven successful senior advisory experience with a strong operational background and good knowledge of Oranga Tamariki policies, practice and processes- A sound understanding of client-centred and resolution-focussed issues management- 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

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- 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
 - 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 and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
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