

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Advisor Regional Operations
Group:	Services for Children and Families
Reports to:	Operations Manager
Location:	Regional Office
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

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The purpose of this role is to provide support and advice to the operations manager across the range of activities that occur within sites and the communities served.

This includes such activities as: independent analysis and monitoring of performance reports and the output plan, review and advice on service delivery, development and implementation of new initiatives that will contribute to enhancing site performance, oversight of serious events and mitigation of potential risks and work with the operations manager on agreed stakeholder relationships.

## KEY ACCOUNTABILITIES

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<b>Key Result area</b>	<b>Key Accountabilities</b>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"><li>- Provide up to date and high quality advice to the operations manager</li><li>- By identifying trends, patterns, and themes within and across sites, recommend initiatives and improvements to processes and systems that will assist the operations manager, site managers, youth justice managers and care services managers 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>- Identify operational and compliance issues and promote quality improvement opportunities to the Operations Manager</li><li>- Provide oversight and quality assurance for complaints and ministerials, official correspondence and serious events for the operations manager</li><li>- Support the regional business plan within the planning framework and strategic priorities of Oranga Tamariki, and regularly report progress against the plan. This includes ensuring key performance indicators (KPIs) standards are managed effectively and met</li><li>- Undertake or participate in the investigation of high profile cases as requested by the operations manager</li><li>- Engage with stakeholder as agreed with the operations manager.</li></ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"><li>- It is the policy of Oranga Tamariki to act positively in creating and maintaining a safe and healthy working environment and to comply with health and safety measures required by law. This includes providing necessary information, training and supervision for all employees.</li></ul>
<b>Personal Commitment</b>	Demonstrated evidence of ability to commit to the following principles: <ul style="list-style-type: none"><li>- The vision, mission and goals of Oranga Tamariki</li><li>- Treaty of Waitangi</li><li>- Working with clients and colleagues in a culturally sensitive and appropriate manner</li></ul>

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Key Result area	Key Accountabilities
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"> <li>- Equal employment opportunities.</li> <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>- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

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| <b>Internal</b> | <ul style="list-style-type: none"><li>- Executive manager, regions</li><li>- Site managers</li><li>- Youth justice managers</li><li>- Care services manager</li><li>- Regional practice advisors</li><li>- Practice leaders</li><li>- Other regional staff</li><li>- Office of the Chief Social worker</li><li>- Quality Advisors</li><li>- Quality Analysts</li><li>- Other Oranga Tamariki Staff</li></ul> |
| <b>External</b> | <ul style="list-style-type: none"><li>- External Stakeholders</li></ul>  |

## QUALIFICATIONS & EXPERIENCE

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| <b>Qualifications</b> | <ul style="list-style-type: none"><li>- A relevant tertiary qualification in social work is essential</li><li>- Current registration with the Social Worker Registration Board</li><li>- A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.</li></ul> |
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| <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> |
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| <b>Experience</b> | <ul style="list-style-type: none"><li>- Extensive social work experience including front line practice and several years' experience in a senior role (practice leader, supervisor, advisor or similar)</li><li>- Knowledge of and experience in the Vulnerable Children Act 2014, Oranga Tamariki Act 1989 and its operation, as well as knowledge of the Official Information and Privacy Acts</li><li>- Demonstrated ability to compile reports, prepare briefings and papers and give presentations</li><li>- Demonstrated background in the analysis and drafting of official correspondence, Parliamentary Questions, Official Information Act requests, Ministerial briefings and other relevant reports or papers</li><li>- Sound knowledge of Oranga Tamariki social welfare issues and operational policy</li><li>- A working knowledge and experience of the Vulnerable Children Act 2014, Oranga Tamariki Act 1989 and its operation, as well as knowledge of the Official Information and Privacy Acts and other relevant legislation</li><li>- Practical project management experience.</li></ul> |
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| <b>Skills</b> | <ul style="list-style-type: none"><li>- Commitment towards positive outcomes for children, young</li></ul> |
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- people and their families
  - Understanding of the governance arrangements and public sector context within which Oranga Tamariki works and can apply it to judgement and decision making
  - Ability to generate confidence when dealing with the stakeholders, officials, Oranga Tamariki managers, staff and clients
  - An ability to anticipate and resolve problems and make decisions based on sound risk management analysis yet can also make decisions with limited information in a practical and straightforward way
  - Ability to deal with multiple complex ideas in parallel
  - Highly developed analytical and conceptual thinking ability
  - Demonstrated ability to handle confidential material in a professional and discrete manner
  - Demonstrated ability to efficiently deliver accurate work on time
  - Excellent verbal, written and interpersonal communication skills; ability to communicate complex ideas to a variety of audiences and ability to build and maintain rapport with others based on their own integrity and honesty
  - Proven ability to critique, review, analyse, rewrite and report to a high standard of excellence
  - Ability to perform under pressure
  - Calm professional demeanour, coupled with a sense of urgency
  - A consistently high level of professional and personal presentation
  - An ability to influence action in areas for which they have responsibility but not line management authority
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## POSITION COMPETENCIES

Competency	Description of success profile behaviour
<p><b>1. 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.</p>	<ul style="list-style-type: none"> <li>- Is sensitive to the political environment and works to ensure own service delivery is consistent within this context</li> <li>- Uses knowledge and understanding of cultures, political environment, social, economic issues to positively influence outcomes</li> <li>- Understands and can explain the origin and reasoning behind key policies, practices and procedures</li> <li>- Is aware of projected directions of government and uses this information to anticipate how those changes might impact on Oranga Tamariki</li> <li>- Understands the reasons behind on-going issues within the organisation, the forces affecting the organisation and knowledge of ramifications and takes these into account when planning and making decisions</li> </ul>

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Competency	Description of success profile behaviour
	<ul style="list-style-type: none"> <li>- Assesses all risks and focuses on improving overall performance across government and the Public Service.</li> </ul>
<p><b>2. 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 Oranga Tamariki.</p>	<ul style="list-style-type: none"> <li>- Uses a variety of means for influencing others</li> <li>- 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> </ul>
<p><b>3. 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.</p>	<ul style="list-style-type: none"> <li>- Develops networks and relationships with individuals and agencies that have a role to play in meeting clients' needs</li> <li>- Facilitates individuals working together by identifying common goals, encouraging collaboration and joint ownership of ideas and approaches</li> <li>- Understands and helps others to understand one's own organisation and how it interfaces with other agencies and community organisations.</li> </ul>
<p><b>4. 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.</p>	<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>
<p><b>5. Results Orientation</b> 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>
<p><b>6. 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</p>	<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>

Competency	Description of success profile behaviour
commitments made to the team.	
<p><b>7. 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.</p>	<ul style="list-style-type: none"> <li>- Effectively handles complex strategic issues on an organisational level</li> <li>- Is able to make a meaningful rationalisation of complex information and external influences.</li> </ul>
<p><b>8. Cultural Responsiveness</b> The ability and desire to show cultural sensitivity, awareness and understanding of diversity.</p>	<ul style="list-style-type: none"> <li>- Knows how to address issues that impact on clients, employees, stakeholders and communities from different cultural backgrounds</li> <li>- Provides services to clients with sensitivity, understanding, and respect for the client’s culture</li> <li>- Works in ways that enhance consultative relationships with different cultural groups and acts on opportunities to engage with them.</li> </ul>
<p><b>9. Integrity</b> The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner. This also includes operating with credibility in any situation.</p>	<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>
<p><b>10. Continuous Improvement</b> The ability to review, develop and improve systems, processes and services in order to maximize organizational 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.</p>	<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>- Helps others understand the implications of change and guide them through change processes.</li> </ul>

Competency	Description of success profile behaviour
<p><b>11. Service Delivery</b>            The ability and desire to focus attention on meeting the needs of all clients of Oranga Tamariki and to ensure service delivery standards are met or exceeded.</p>	<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>- Identifies potential setbacks or obstacles to meeting clients' needs</li> <li>- Supports others' ability to meet client needs across a region.</li> </ul>