

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Advisor, Voices of Whānau and Community
Group:	Tamariki Advocate/Voices of Children
Reports to:	Manager, Voices of Whānau and Community
Location:	Wellington
Direct Reports:	Nil
Budget:	Nil

## 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 are 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 Voices of Whānau and Community team in the Tamariki Advocate, Voices of Children Group works to ensure the voices of whānau, and community is heard, valued, and acted on throughout the organisation. Using engagement, participatory and advocacy approaches, the Voices of Whānau and Community team supports Oranga Tamariki to understand whānau experiences, needs and aspirations, and to inform policies, practices, and services.

The Senior Advisor, Voices of Whānau and Community is responsible for delivering high quality insights and research projects that are ethical and safe in identified and emerging areas to build understanding of whānau experiences and aspirations across Oranga Tamariki and influence decisions. This role also seeks to support the wider responsibilities of the team by including the insights gathered from whānau to inform our whānau and community development workstream.

## KEY ACCOUNTABILITIES

---

Key Result area	Key Accountabilities
<b>Whānau and Community engagement</b>	<ul style="list-style-type: none"> <li>- Work with the Manager, Voices of Whānau &amp; Community to lead the engagement with whānau by:                             <ul style="list-style-type: none"> <li>o Developing and maintaining key relationships within Oranga Tamariki and the community.</li> <li>o Engaging directly with whānau, parents and communities, using a kaupapa Māori approach to gather and analyse insights from whānau and community.</li> <li>o Lead and drive ethical and safe engagements with whānau.</li> <li>o Provide expert advice that is culturally appropriate. Ensuring whānau voices are reflected in the practice within Oranga Tamariki sites and the wider organisation through advice.</li> <li>o Supporting quality assurance practice checks.</li> </ul> </li> </ul>
<b>Cultural competency</b>	<ul style="list-style-type: none"> <li>- Have a strong understanding of, and commitment to te Tiriti o Waitangi, and kaupapa Māori approaches of practice</li> <li>- Champion the Oranga Tamariki Māori cultural framework and ensure that the voice of whānau is reflected in how the framework is applied.</li> <li>- Champion and encourage the five objectives of mana tamaiti, whakapapa and whanaungatanga</li> <li>- Knowledge and understanding of tikanga Māori and te reo Māori</li> </ul>
<b>Advice and support</b>	<ul style="list-style-type: none"> <li>- Provide high quality advice (informed, timely, politically astute, system-aware) to the Manager, and the team,</li> <li>- Lead initiatives/projects and be an active and contributing member of the Voices of Whānau and Community team</li> <li>- Provide strategic support, direction and guidance to team as required</li> <li>- Represent the Manager and Voices of Whānau and Community team in a range of forums, advisory and working groups</li> </ul>

## IN-CONFIDENCE

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>- Contribute to the provision of quality advice in response to Ministerial, Executive, OIA and other business group requirements</li> <li>- Provide leadership on how to engage positively with whānau and community.</li> </ul>
<b>Profile, Analysis and Research</b>	<ul style="list-style-type: none"> <li>- Provide relevant expertise and leadership in whānau centred engagement approaches</li> <li>- Be effective in communicating the results of whānau insights and analysis to stakeholders and ensure all key stakeholders are aware of wider issues around services that support families, and opportunities for innovative initiatives/projects.</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>- Manage specific projects and ensure outcomes are delivered within the required timeframe</li> <li>- 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.</li> <li>- Provide support and advice to stakeholders as part of the implementation of new projects</li> <li>- Coordinate the scoping of projects, including the development of key milestones, timelines, consultation processes, risk analysis and resourcing requirements</li> <li>- Ensure key milestones are met</li> <li>- Keep manager informed of work progress and emerging issues</li> <li>- Ensure any governance requirements and processes are met</li> <li>- Ensure accurate reporting as required (e.g., status reports, exception and change reporting)</li> <li>- Undertake project review and evaluation</li> </ul>
<b>Process Improvement/Information Sharing</b>	<ul style="list-style-type: none"> <li>- Provide regular feedback on any issues and trends emerging in parent support and development within the Ministry and external channels</li> <li>- Provide support, training, and advice to staff in the Ministry linking with parent support and development providers and programmes.</li> </ul>
<b>Mentoring/Coaching</b>	<ul style="list-style-type: none"> <li>- Provide coaching and/or mentoring to other team members as well as professional support and advice as necessary</li> <li>- Provide a leadership role in forums and processes within the Tamariki Advocate group and within wider Oranga Tamariki and external forums as required</li> <li>- Represent and support the Manager where required</li> </ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"> <li>- Collaborate with others through the life span of projects, positively participating as a member of the team</li> <li>- Escalate issues that require a managerial response (taking a 'no surprises' approach)</li> </ul>

## IN-CONFIDENCE

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"><li>- Proactively look for opportunities to improve the operations of Oranga Tamariki</li><li>- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work</li><li>- Perform other relevant duties as needed by Oranga Tamariki</li><li>- Manage workflow in conjunction with your manager, by ensuring appropriate planning, prioritisation and re-prioritisation of work as required</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></ul>

## KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"><li>- Work collaboratively with other members of our small, fast-paced team, and a wide range of other teams within Oranga Tamariki including team members and management staff from:<ul style="list-style-type: none"><li>o Tamariki Advocate and Voices of Children Group</li><li>o Care Services</li><li>o Youth Justice</li><li>o The Evidence Centre</li><li>o Partnering for Outcomes Group</li><li>o Professional Practice Group</li><li>o Child, Family Services Group</li><li>o Subject matter experts across Oranga Tamariki</li></ul></li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>- Whānau, hāpu, iwi and Māori organisations</li><li>- Community organisations including Māori organisations, non-government agencies and grass roots services</li><li>- External agencies such as Ministry of Social Development, NZ Police, Ministry of Health, Ministry of Education, DPMC and other key stakeholders</li><li>- VOYCE - Whakarongo Mai</li><li>- Office of the Children's Commissioner</li><li>- Staff of relevant NGOs</li><li>- Agencies, local and national, working in the child development and parenting area</li><li>- Other Non-Government Organisations/Community Organisations</li><li>- Community and voluntary sector organisations including local government bodies</li></ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- Relevant qualifications and/or relevant experience in this sector.</li> <li>- Must hold a current clean driver's licence and be prepared to drive the Ministry's vehicles if required.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Experience and expertise in applying whānau centred engagement approaches to gather, analyse, and report on whānau insights</li> <li>- Expertise and knowledge of Te Ao Māori, Te Tiriti o Waitangi, whānau and child development concepts and strategies</li> <li>- Ability to engage effectively with whānau, hapu and iwi</li> <li>- Expertise in group facilitation and whānau centred design</li> <li>- Experience of non-government social services and community grass roots operating models</li> <li>- Project management experience</li> <li>- Knowledge of government processes and direction</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>- Strong organisational ability to optimise and prioritise conflicting demands in a busy environment, to achieve deadlines and see responsibilities through to completion</li> <li>- 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</li> <li>- Excellent self-management skills, including working effectively without direct supervision, managing and organising fluctuating workloads in sometimes stressful situations</li> <li>- Can work in an, at times, ambiguous and changing environment</li> <li>- Able to work effectively and competently with people at all levels; build and maintain relationships, within and external to the Ministry</li> <li>- 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</li> <li>- Coaching and mentoring skills</li> <li>- Exercises sound analysis, judgment, and political sensitivity</li> <li>- Flexible, adaptable, and pragmatic</li> <li>- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected</li> <li>- Understands and appreciates cross cultural issues and concerns knowledge of tikanga Māori, and Pacific peoples' culture.</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>- Some travel will be involved to work in other parts of the country as required.</li> </ul>