

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Analyst – Caregiver Experience and Learning
Group:	Care Services
Reports to:	Caregiver Experience and Learning Manager
Location:	Wellington
Direct Reports:	No
Budget:	No

## 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 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.

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**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:



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**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.

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## 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:

- Work in the experience and learning space – analysis of gaps and opportunities, advice on priorities,
- Evaluation of Caregiver learning
- Complaints, compliments and suggestions analysis
- 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 to collect and analyse the voices of caregivers and to identify opportunities for change and improvement.

## KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<b>Evaluation, research and analysis</b>	<ul style="list-style-type: none"> <li>- Support delivery on the Learning Strategy for Caregiving Whānau, including on-going analysis of gaps, opportunities, prioritisation and procurement options</li> <li>- Manage a programme of evaluation to drive continuous improvement across caregiver learning,</li> <li>- Manage a continuous improvement programme including analysis and reporting of caregiver compliments, complaints, suggestions, satisfaction and voice</li> <li>- Provide high-quality, objective analysis to document requirements, identify options, articulate the impact of decisions including risks, design solutions and support the selection process.</li> <li>- Lead the evaluation of caregiver learning from design through to data capture, analysis and effective dissemination of results in the Experience and Learning team and the wider Caregiver Recruitment and Support team</li> <li>- Collaborate with the Evidence Centre and other data and insights functions across Oranga Tamariki to deliver timely and effective reporting and findings to inform a continuous improvement framework across the caregiving journey</li> <li>- Provide high-quality, objective analysis to identify risks and opportunities alongside the programme of work and strategy</li> </ul>
<b>Information and feedback</b>	<ul style="list-style-type: none"> <li>- Maintain reporting processes to provide information and analysis to support provision of Experience and Learning work programme</li> <li>- Ensure reports and information produced are user-friendly and meet the needs of to the business</li> <li>- Strong understanding of social investment approach and principles in the social sector</li> <li>- Excellent verbal, written and interpersonal communication skills in presenting to a variety of audiences</li> <li>- Provide relevant, timely and accurate information to the Leadership Team and other stakeholders</li> <li>- Manage all aspects of multiple related projects to ensure alignment to achievement of the Ministry’s strategic objectives</li> <li>- Proactively anticipate and manage risks, providing timely feedback to the Manager</li> <li>- Co-ordinate interdependencies, and any risks and other issues that may arise</li> </ul>
<b>Leadership and collaboration</b>	<ul style="list-style-type: none"> <li>- Provide leadership to relevant working groups as required, creating an environment where results are achieved that best meet children’s needs</li> <li>- Work creatively in a problem-solving environment demonstrating teamwork, innovation and excellence.</li> </ul>

## IN-CONFIDENCE

<b>Key Result area</b>	<b>Key Accountabilities</b>
<b>Stakeholder relationships and communication</b>	<ul style="list-style-type: none"><li>- Communicate constructively with business units and stakeholders</li><li>- Establish and maintain strong relationships with business units in order to achieve organisational outcomes</li><li>- Engage with the Professional Development team, as appropriate, to ensure alignment with the overall Oranga Tamariki approach to learning.</li><li>- Implement effective communication processes to ensure that information flows freely</li><li>- Ensure communications are timely, easily understood and meet the needs of the audience</li><li>- Deliver engaging, informative, well-organised presentations</li><li>- Resolve and/or escalate issues in a timely fashion</li><li>- Understand how to communicate difficult/sensitive information tactfully</li><li>- Actively seek feedback from the business and communicate this to the team to ensure successful delivery of the project.</li></ul>
<b>Risk management</b>	<ul style="list-style-type: none"><li>- Identify any organisational risks and take action to minimise their impact</li><li>- Effectively manage risks and escalate risks and propose appropriate mitigation where necessary</li></ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"><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>- Perform any other duties as needed by Oranga Tamariki</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

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

## QUALIFICATIONS & EXPERIENCE

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**Qualifications**

- A relevant tertiary qualification
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**Experience**

- Demonstrated experience in analysis, ideally at least 5 years' experience across a range of different types of projects and skill competencies
  - Experience in design, data capture, analysis and effective dissemination of research and evaluation results
  - Experience in producing effective presentations and other documents to support decision-making and communication.
  - Demonstrated ability to form and maintain relationships to achieve project outcomes and achieve change
  - Demonstrated experience in guiding and mentoring other Analysts to be successful
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**Skills**

- Ability to understand complex information and communicate simple messages and ideas to a variety of audiences
  - Excellent verbal, written and interpersonal communication skills in presenting to a variety of audiences
  - Ability to stand back from the immediacy of situations and take a broad or long-term view foreseeing opportunities and developing pragmatic solutions to problems
  - Proven project management skills, particularly in management of multi-faceted, complex and multi-stakeholder projects
  - Proven ability to analyse trends across multiple data and evidence information and provide clear advice on action required
  - Be flexible and highly adaptable to changing priorities.
  - Self-motivated and ability to work unsupervised.
  - Sound judgement and initiative.
  - Understanding and appreciation of cross-cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
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