

# POSITION DESCRIPTION

## Oranga Tamariki—Ministry for Children

Title:	Service Broker
Group:	Services for Children and Families
Reports to:	Regional Manager
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

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The purpose of the Service Broker role is to broker access to services for whanau and tamariki. The Service Broker will work closely with Regional Manager, Site Managers, site leadership teams and Social Workers, and actively participate in Gateway multi-disciplinary clinical meetings and other meetings where a needs assessment of a child's needs has been completed and services required identified which support the child and family.

This role will work closely with other agencies, NGO providers, and other providers and provide support for complex needs and cases to improve the outcomes for tamariki.

## KEY ACCOUNTABILITIES

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Key Result area	Key Accountabilities
<b>Service Broker</b>	<ul style="list-style-type: none"><li>– Actively participate and contribute to Gateway meetings and other meetings on a child's needs as appropriate</li><li>– Identify different sources of services and support in conjunction with Site Managers and Social Workers required for tamariki and whanau</li><li>– Engage and exchange with others and work co-operatively with them on initiatives of mutual benefit for Oranga Tamariki</li><li>– Identify and promote opportunities for better engagement by providers in cross-agency initiatives</li><li>– Identify and monitor trends and developments in the delivery of services provided and apply them to the development of new models and systems</li><li>– Ensure that client voice, professional practice and service quality are embedded in all activities</li><li>– Actively participate in identifying services for tamariki to reengage or engage with education</li><li>– Liaise with other service lines or regions within Oranga Tamariki to ensure that service delivery needs of tamariki and their whānau are met.</li></ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"><li>– Develop and maintain strong relationships with other delivery agencies, NGOs, iwi and Māori organisations to ensure services to children and young people are aligned</li><li>– Develop, build and foster relationships with external stakeholders and other client groups within a operational delivery context to ensure services are proactive, timely and appropriate</li><li>– Develop and maintain cross agency relationships at a national level with colleagues to enhance service availability where there are gaps</li><li>– Work closely with Site and Regional Managers and their communities to ensure close alignment and seamless delivery of contractual services for whanau and tamariki</li><li>– Work closely with the Operational Support team and other National Office based teams that support Gateway and access</li></ul>

Key Result area	Key Accountabilities
	<p>to contractual services for whanau and tamariki</p> <ul style="list-style-type: none"> <li>– Contribute to initiatives and outcomes through the provision of quality engagement and partnering advice at a senior management level</li> <li>– Proactively respond to and resolve concerns raised by tamariki, whanau, caregivers, community and stakeholders in conjunction with the Regional Manager</li> <li>– Represent Oranga Tamariki at regional level and inter-agency to advance the services for tamariki</li> <li>– Strategically influence and manage relationships with key internal and external stakeholders important to the success of Oranga Tamariki</li> <li>– Positively contribute to joint exercises and projects.</li> <li>– Ensure all relevant stakeholders are kept informed on progress of responding to issues, seeking their contribution and validation of information as appropriate</li> <li>– Build and maintain credible and trusted relationships and networks across Oranga Tamariki.</li> </ul>
<b>Cultural Competence</b>	<ul style="list-style-type: none"> <li>– Recognise bicultural partnership in Aotearoa New Zealand and reinforce the values, rights and mana of Māori, underpinned by the principles of Te Tiriti o Waitangi</li> <li>– Ensure engagement with all participants is underpinned by cultural awareness, sensitivity, knowledge, skills and behaviours</li> <li>– Provide a range of ways for participants to engage with the feedback mechanism in a way that works for them</li> <li>– Commit to on-going development in cultural competence in working with Māori and other cultures</li> <li>– Demonstrate understanding of, and commitment to, our Māori cultural framework and lead with the business.</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>– Escalate risks and propose appropriate action where necessary</li> <li>– Ensure that there are appropriate systems and processes in place to manage serious issues and risks.</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>– 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</li> </ul>

Key Result area	Key Accountabilities
	<p>report any breaches as soon as they become known</p> <ul style="list-style-type: none"> <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>– Regional Manager</li> <li>– Site Managers</li> <li>– Leadership teams</li> <li>– Social Workers</li> <li>– Operational Support team</li> <li>– Partnering for Outcomes</li> <li>– HCN</li> <li>– Health and Disability Advisor</li> <li>– Clinical Services</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>– Ministry of Health and District Health Boards</li> <li>– Ministry of Education and education providers</li> <li>– Gateway Teams</li> <li>– Providers</li> <li>– Caregivers</li> <li>– Ministry of Social Development</li> <li>– Police</li> <li>– NGOs</li> <li>– Iwi and Māori organisations</li> <li>– ACC</li> </ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>– A tertiary qualification or equivalent relevant experience is essential. The qualification may come from a number of different fields of study, including social work or other human sciences</li> <li>– A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.</li> </ul>
<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>
<b>Experience</b>	<ul style="list-style-type: none"> <li>– At least 3 years' experience at a senior level in either the health,</li> </ul>

	<p>education or social service sector</p> <ul style="list-style-type: none"> <li>- An in-depth knowledge of human development, learning and behaviour, family and social systems, and assessments, analysis and intervention frameworks</li> <li>- Knowledge of contemporary issues and best practice theory in social services, health and education service delivery</li> <li>- Understanding and knowledge of the Gateway Assessment process</li> <li>- Understanding and knowledge of health, education and NGO services that are available regionally and nationally</li> <li>- Demonstrated experience in managing complex practice and casework</li> <li>- Demonstrated ability to work in collaborative peer and other stakeholder relationships</li> <li>- Knowledge of and established links to community networks and experience working in collaboration and conjunction with community service providers, other government agencies, including effective work in cross cultural environments and contexts</li> <li>- Knowledge of the Oranga Tamariki Act 1989 and its operation, and other relevant legislation.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>- Commitment towards positive outcomes for children, young people and their families</li> <li>- Calm professional demeanour, coupled with a sense of urgency</li> <li>- Ability to manage complex and competing work priorities</li> <li>- Highly developed negotiation and advocacy skills at a senior level</li> <li>- Ability to represent Oranga Tamariki to external organisations at all levels</li> <li>- Demonstrated ability to negotiate solutions with external organisations in what can be difficult circumstances</li> <li>- Highly developed organisational skills – able to operate autonomously while gaining the co-operation of others</li> <li>- 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 and networks</li> <li>- Strong commitment to attaining goals – target driven, generates new ideas, seeks solutions to problems before being asked, takes action that goes beyond solving the immediate problem</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 on these considerations</li> <li>- Excellent interpersonal skills – able to adapt these to suit the needs of the audience, able to influence others to accept ideas/strategies</li> <li>- Ability to handle confidential material in a professional and</li> </ul>

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discrete manner and the ability to generate confidence when dealing with Officials, Oranga Tamariki managers, staff and clients

- Understanding of the social services environment and the complexity of pressures that can impact on staff
  - An ability to influence action in areas for which they have responsibility but not line management authority
  - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
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