

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	System Activation Manager
Group:	Transition Support Service
Reports to:	Director – Transition Support Service
Location:	Wellington
Direct Reports:	Nil
Budget:	TBA

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.
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Our vision	Our vision is: New Zealand values the wellbeing of tamariki above all else.
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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're introducing 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	<p>Our core outcomes are:</p> <ul style="list-style-type: none">- 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 purpose of this role is to promote and progress a whole of system approach to supporting young people leaving care or youth justice as they transition to adulthood. You will identify opportunities to work with and advance areas of mutual benefit with other social sector agencies. By being a champion for young people you will help to enable and improve their access to universal entitlements and services that lead to improved well-being outcomes.

The role will establish and maintain relationships with social service agencies including the Ministry of Social Development, Ministry of Youth Development, Ministry for Pacific Peoples, Te Puni Kokiri, Ministry of Business, Innovation and Employment, Ministry of Education, Ministry of Housing and Urban Development, Ministry of Health and Department of Corrections to encourage agencies to work closely together and align their respective priorities where possible to improve the well-being of young people transitioning from care or custody to adulthood. Working tactically and strategically you will promote and progress a whole of system response to support the needs of these young people.

You will also understand, keep updated and promote awareness of universal services and initiatives available for young people within Oranga Tamariki, so that all regions, transitions service providers and sites can leverage these. Where barriers exist, you will identify and work with agencies to create solutions to enable easy access to universal entitlements and services, and support existing cross agency governance, working groups and initiatives.

This role is part of the Transition Support Service Leadership Team.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Strategy & Leadership	<ul style="list-style-type: none">– Demonstrate through your work a commitment to the Treaty of Waitangi (Te Tiriti o Waitangi).– Develop and maintain the vision and strategy for cross agency system activation that advances the well-being of young people transitioning from care or custody.– Identify opportunities to work with other social sector agencies to prioritise and advance areas of mutual benefit.– Develop plans and work programmes and manage projects with other agencies.– Act as the primary point of contact for other agencies, on the Transition Service and provide advice, and support.– Educate other agencies on the needs and experiences of the transition cohort to assist in the development of service responses that meet their needs.– Promote awareness of universal services and initiatives available for young people within Oranga Tamariki and the broader transition service.– Maintain an up-to-date view of the strategic context for the transitioning group and the impact of any funded services.– Contribute to the development of other agencies' national operating plans to leverage Transition priorities.– Maintain professional and technical knowledge by attending

	<p>appropriate workshops and conferences; reviewing professional publications; establishing personal networks and participating in professional bodies.</p> <ul style="list-style-type: none"> – Take collective responsibility as a Transition Leadership team member to ensure we support each other in achieving exceptional outcomes across the Transition team for young people.
Management of Resources	<ul style="list-style-type: none"> – Working closely with the Transition leadership team, develop a work programme for allocated work area, clearly identifying priorities and desired outcomes. – Identify potential risks and mitigation strategies to achieve the work programme. – Ensure collaborative working across the organisation, and successfully develop and manage relationships with Oranga Tamariki managers and staff to ensure the effective delivery of cross-agency support to the transition cohort. – Provide management information by preparing short term and long term demand forecasts for services and special reports and analysis regionally and nationally.
Future work development	<ul style="list-style-type: none"> – Identify future opportunities and approaches to achieve Oranga Tamariki's operating model objectives specifically improved outcomes for young people transitioning to adulthood. – Use continuous improvement methodology to leverage cross agency opportunities to improve services and solutions for young people, including meaningful involvement of experts by experience.
Work effectively with external stakeholders	<ul style="list-style-type: none"> – Identify key external stakeholders and agencies and develop and maintain strong and effective relationships – Proactively manage interfaces between the team and external agencies to ensure that advice is provided when required. – Ensure coordination and collaboration with national agencies as required – Engage effectively with key external stakeholders including Iwi, Māori, Pacifica and other cultural groups; other government agencies and service providers. – Build and maintain relationships with key stakeholders with expertise and influence in relation to this population group – including key experts by experience and advocacy groups – Work with research and evaluation team, to identify opportunities to draw on national and international expertise.
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 – Perform any other duties as needed by Oranga Tamariki – 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

KEY RELATIONSHIPS

Internal

- Transitions Team
- Regional Managers and Site Managers, Services for Children and Families
- Regional Managers and Site Managers, Youth Justice
- Partnering for Outcomes
- Youth Justice Residences
- Tamariki Advocate / Voices for Children
- Care Services
- National Contact Centre
- Māori & Pacific Advisors
- Professional Practise Group
- Business Intelligence and Evaluation Centre

External

- Māori and iwi organisations
- Ministry of Business, Innovation and Employment
- Ministry of Social Development
- Ministry of Health
- Ministry of Education
- Ministry of Housing and Urban Development
- Department of Corrections
- Te Puni Kokiri
- Ministry of Youth Development
- Ministry for Pacific People
- Staff from other government departments and Non-Government agencies.
- Advocacy Groups

QUALIFICATIONS & EXPERIENCE

Qualifications

- A relevant qualification or equivalent experience is required
- A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.

Experience

- Extensive experience in continuous improvement, particularly with a whole of system view across multiple government agencies.

	<ul style="list-style-type: none"> - Exceptional interpersonal skills and a proven track record of building and maintaining effective relationships across a range of groups and individuals with potentially conflicting interests. - Ability to build trust and credibility quickly and maintain extensive networks across sector agencies and key stakeholders - Experience in Government processes - Proven leadership and management experience in a similar roles - Familiarity with service delivery in a care/human services environment is desirable
Skills and behaviours	<ul style="list-style-type: none"> - A customer centric approach - Commitment to positive outcomes for children, young people and their families and caregivers - Exceptional communications skills in particular, strong oral and written presentation skills. - Ability to positively influence others - Rigorous intellectual, analytical ability and able to think strategically and creatively - Highly developed organisational and planning skills: ability to prioritise and delegate effectively and to manage competing priorities and deadlines - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori - An understanding of the role of Oranga Tamariki and other government and non-government agencies - Sound judgement and political sensitivity - An understanding of the machinery of government - Passion to provide useful high quality information to stakeholders in a way that is timely, meaningful and accessible for them - An excellent ability to navigate a fluid environment, work with ambiguity, and deliver high quality outcomes to deadlines and budgets.
Other requirements	<ul style="list-style-type: none"> - Some travel within NZ may be required.

POSITION COMPETENCIES

Competency	Description of success profile behaviour
Leading with influence Lead and communicate in a clear, persuasive, impactful, and inspiring way; to convince others to embrace change and take action.	<ul style="list-style-type: none"> – Leads with purpose across the group and organisation and/or sector (i.e. drive initiatives that chart a clear direction for the group and/or organisation; which have high levels of contentiousness and resistance and/or visibility) – Persuades and inspires across the sector and/or organisation (i.e. gain active participation and/or support for initiatives from other managers, staff and other relevant stakeholders and/or senior leaders) – Communicates clearly across the organisation and/or sector (i.e. tailor messages so they resonate with a wide range of audiences such as community stakeholders, organisation managers and staff and/or senior leaders and external senior stakeholders) – Demonstrates leadership impact and gravitas (i.e. convey energy, urgency, confidence and ease in taking a leadership role across a range of situations) – Uses knowledge of Māori to identify benefits of proposed change and use this in influencing strategies. – Uses knowledge of Pacific peoples and other cultures to identify benefits of proposed change and use this in influencing strategies.
Stakeholder Engagement The ability to build and maintain effective working relationships with key stakeholders in order to enhance understanding and co-operation to achieve desired results.	<ul style="list-style-type: none"> – Proactively builds networks and positive working relationships with key stakeholders and service providers in order to maximise the effectiveness of services, promote synergy in and across service provision, and to eliminate any duplication of services – Identifies and acts on opportunities to partner with stakeholders and other parties to champion initiatives that achieve positive outcomes for the client, Oranga Tamariki and Government.
Continuous Improvement The ability to review, develop and improve systems, processes and services in order to maximise organisational performance and support the achievement of the organisation's strategic goals. This includes the ability to lead and drive change and to support others through change processes.	<ul style="list-style-type: none"> – Demonstrates on-going enthusiasm and drive for continuous improvement – Explores beyond present work boundaries in search of opportunities – Shows an ability to use formal principles for proactively seeking and developing changes which have widespread benefit – Coaches, encourages and inspires others to seek improvements to operations – Helps others to see the difference between "what is" and "what could be" – Positively welcomes and initiates change, and champions change processes

Competency	Description of success profile behaviour
	<ul style="list-style-type: none"> Ensures clear communication of change and the reasons behind change.
Leadership The ability to inspire and communicate a compelling vision which generates enthusiasm and commitment to the organisation's goals	<ul style="list-style-type: none"> Demonstrates the organisation's vision Values principles and strategic goals Demonstrates the ability to maintain a work environment which people find supportive and stimulating Keeps the team focused on the desired outcomes.
Cultural Responsiveness The ability and desire to show cultural sensitivity, awareness and understanding of diversity.	<ul style="list-style-type: none"> Demonstrates an understanding of the key concepts embodied within the Treaty of Waitangi and their application to Oranga Tamariki Understands the social, ethnic and behavioural characteristics of those from different cultural backgrounds and is able to translate that knowledge into work practices and delivery of services Collaborates with different cultural communities regarding service delivery and demonstrates a willingness to work together; demonstrates that cultural responsiveness is valued, clearly defined, understood and applied within Oranga Tamariki.
Team Orientation 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 commitments made to the team.	<ul style="list-style-type: none"> Values and acknowledges the input and expertise which others in the organisation can provide; facilitates collaboration across different teams Seeks to actively promote a positive team atmosphere by understanding issues from other people's perspectives.
Strategic Focus 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.	<ul style="list-style-type: none"> Is aware of and understands the aims, values and strategy of Oranga Tamariki, and ensures own region or sphere of influence has plans that are in line with the strategic objectives Is actively involved in the strategic planning process; understands key factors such as political issues.
Results Orientation The ability and desire to achieve effective results, and work towards or exceed an agreed goal.	<ul style="list-style-type: none"> Sets challenging and achievable targets Demonstrates an ability to act independently and responsibly to reach targets Succeeds in encouraging others to set and achieve high standards Achieves outstanding results through sustained actions over

Competency	Description of success profile behaviour
	time in the face of obstacles
	<ul style="list-style-type: none"> Ensures actions provide long-term sustainable benefit to the organisation.
Impact and Influence 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 the organisation.	<ul style="list-style-type: none"> Uses a variety of means for influencing others; shows an ability to recognise the dynamics of different situations Quickly establishes positive communication links with external parties Anticipates how others will react to different situations and attempts to tailor the approach effectively Can convince others and gain agreement.

Desirable competencies

Competency	Description of success profile behaviour
Problem Solving 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.	<ul style="list-style-type: none"> Breaks down a complex situation into manageable parts in a systematic way Identifies the key factors in a situation; recognises several likely causes of events, or several consequences of action Uses analytical techniques to consider a range of options, the consequences of each and their relative merit Fosters a joint problem solving approach.
Public Service Context 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.	<ul style="list-style-type: none"> Understands and adheres to current government policies and practices, recognising what the organisation is doing and why Demonstrates sensitivity to the relationships between key players in the public service Is able to see one's own organisation from different perspectives.