

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Team Leader Complaint Management
Group:	Policy and Organisational Strategy
Reports to:	Manager Feedback and Complaints
Location:	Wellington
Direct Reports:	Yes
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're 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 purpose of this role is to lead the practice of Senior Advisors Complaint Management who are based across all the main centres and are responsible for undertaking assessments, reviews and management of complaints that have been referred to the Feedback and Complaints team. The Team Leader Complaint Management will work closely with the Manager Feedback and Complaints to ensure consistent delivery across the country. This role champions and drives excellence in feedback and complaints response, a strong service culture and seeks opportunities for continuous improvement in support of the delivery of integrated feedback and complaints service delivery.

This role is key in driving change and best practice of the management of complaints with the centralised process.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Advice and Support	<ul style="list-style-type: none"> - Provide subject matter expertise, leadership and escalation for Feedback and Complaints advisory team members - Ensure that the team provide effective support across Oranga Tamariki.
Continuous Improvement Identification	<ul style="list-style-type: none"> - Ensure the team are identifying opportunities to improve the policies and practices of Oranga Tamariki while reviewing complaints. - Drive change within policy and practice by ensuring any opportunities for improve are managed and presented to relevant governance bodies. - Work with sites and regions to understand recommendations made and how they can be implemented.
People Management	<ul style="list-style-type: none"> - Lead in a manner that promotes and encourages a culture of team work, innovation and excellence in public service - Ensure the team meet their objectives by delivering quality and professional services to Oranga Tamariki managers and staff - Establish priorities and plans for service delivery, manage workload distribution, allocation of tasks and monitor service levels - Foster people development by developing and implementing clear performance objectives, coaching, providing feedback, encouraging knowledge management and skills development - Develop, plan and deliver team induction and ongoing training - Act as a first point of escalation in order to solve operational or procedural issues; management of escalations etc. - Oversee operational processes, and lead employees in the team assigned - Manage workflow in conjunction with the team, by ensuring appropriate planning, prioritisation and re-prioritisation of work

Key Result area	Key Accountabilities
	as required, ensuring that priority work is completed to an appropriate standard.
Leadership	<ul style="list-style-type: none"> - Future builder - help staff and the organisation navigate the future - People builder – develop people and identify talent - Deliverer - make things happen, with and through others - Steward - lead in a public service context, contributing to a better New Zealand - Culture builder – promote and champion a positive, solution focus team and organisational culture - Understand and implement your manager Health, Safety and Security accountabilities - Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.
Risk Management	<ul style="list-style-type: none"> - Identify any organisational risks and take action to minimise their impact - Effectively manage risks and escalate risks and propose appropriate mitigation where necessary.
Relationship Management	<ul style="list-style-type: none"> - Develop and maintain effective working relationships across Oranga Tamariki to ensure a thorough understanding of the business and its support requirements. - Build relationships with clients and community partners to understand the business context in which Feedback and Complaints services are delivered - Foster strong collaborative and outcome-focused relationships with sites and regional leadership.
Process Improvement	<ul style="list-style-type: none"> - Develop, maintain and update process documentation (working in collaboration with the wider Feedback and Complaints team) and communicate to stakeholders as appropriate - Review processes to ensure they are effectively managed by the team - Monitor and evaluate the performance levels within the team with a view to identifying ways of improving performance levels - Investigate and document root causes of process irregularities, to inform prevention of future reoccurrences and to improve processes - Contribute to the client service delivery strategy with a view to improving performance - Look for opportunities to maintain and raise the knowledge of Feedback and Complaints within Oranga Tamariki.
Reporting	<ul style="list-style-type: none"> - Monitor the collection and cleansing of data to populate management reporting systems.

Key Result area	Key Accountabilities
Client Service	<ul style="list-style-type: none"> - Possess a strong awareness of client satisfaction through regular contact and objective measures where possible - Deal effectively with feedback and service related issues, liaising with the key managers where appropriate - Optimise the use of ICT to deliver cost effective and efficient service.
Team Work	<ul style="list-style-type: none"> - Undertake any project work relevant to the activities of the Feedback and Complaints team - Contribute as a key project team member to a wide range of projects focused on the development of new initiatives, programmes and policies across all aspects of our Feedback and Complaints strategy - Work collaboratively with other people and in the team to support key team objectives being achieved and share information and support proactively - Support Feedback and Complaints in policy matters, participating in or recommending appropriate decisions - Act as a liaison to external and internal partners.
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 - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - Oranga Tamariki Managers - Public, Ministerial and Executive team - Operational teams, regions and sites - Oranga Tamariki staff
External	<ul style="list-style-type: none"> - Ministry of Social Development (MSD) counterparts - Other government agencies

QUALIFICATIONS & EXPERIENCE

Qualifications

- A recognised qualification or studies/papers completed in social work (ideal) or related fields such as psychology, education, social work, nursing, management, business administration, sport and recreation management, or other related fields
- A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.

Other Requirements

- Willingness to travel within New Zealand to fulfil the requirements of the role.

Experience

- Demonstrated people management experience in leading high performing teams
- Knowledge and/or experience of contemporary issues in social services delivery
- Experience at a team leader level in the operations and service delivery aspects of the social services sector within Oranga Tamariki or comparable organisation
- Experience in managing a multi-disciplinary team
- Sound understanding of, and preferably experience in working within the statutory obligations of Oranga Tamariki; and a strategic overview of the business of Government and the State Sector environment
- Experience of being adept at managing multiple tasks and prioritising the demands of a diverse range of stakeholders
- Excellent service focus – you'll demonstrate a strong commitment to anticipating and meeting the needs of the people we are working with, and for, and be a superb relationship manager
- Proven practical background in process planning – including how to set up systems and processes to ensure efficient service delivery with a focus on quality and risk management
- Demonstrated ability to work in collaborative peer and other stakeholder relationships
- Experience in the development, preparation and monitoring of service delivery performance measures and of reporting against these.

Skills

- Excellent verbal, written and interpersonal communication skills
 - Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture
 - Tolerance, understanding and empathy for working with children and young persons
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In-Confidence

- The ability to lead and actively promote a pro-social environment
 - Proven leadership and management skills, including the skills and behaviours needed to:
 - o Proactively engage and inspire staff
 - o Develop skills and build confidence levels amongst staff
 - o Provide quality assurance review of the written work for staff reporting to you
 - o Effectively manage performance
 - o Build and reinforce a positive and professional team culture
 - Ability to collaborate with others, across the spectrum of ministry functions, to achieve mutually agreed goals
 - Sound understanding of the Social Services environment
 - Ability to resolve conflicts or differences by finding areas of agreement that benefit the organisation and individuals
 - Ability to maintain performance under stress
 - Ability to build and maintain rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills
 - Commitment towards positive outcomes for children, young people and their families
 - Ability to anticipate and resolve problems making decisions based on risk management analysis
 - Knowledge of complaints resolution theory and practice
 - High level computer and keyboard skills including Word, Excel, email and data entry
 - The ability to manage sensitive and confidential information in an appropriate manner.
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