

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Team Leader Transition
Group:	Services for Children and Families North
Reports to:	Practice Manager
Location:	National Contact Centre
Direct Reports:	Yes
Budget:	No

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



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 Maori tamariki and rangatahi.

POSITION PURPOSE

The purpose of this role is to provide effective leadership and management to a team of Transition Advisors, and support staff, delivering the Transition Advice and Assistance Service at the National Contact Centre (NCC).

The Transition Advice and Assistance Service is a standalone, centralised service who use a set of contact channels, such as phone and email, to provide transition services to a broad group of stakeholders. These are stakeholders who:

- Require transition support,
- Are supporting someone who is requiring transition support or;
- Are providing transition supports.

The Team Leader Transition is responsible for developing and managing Transition Advisors to a high standard of capability and performance. The role is responsible for leading and supporting the team to exercise professional expertise, decision-making, and judgement in order to ensure best practice advice and support.

This role is responsible for ensuring the Transition Advice and Assistant Services connect with the wider transition support services, delivered through Oranga Tamariki sites and partnered organisations, as required and maintains positive relationships with other transition services.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
People and Leadership	<ul style="list-style-type: none"> – Lead and manage a team of Transition Advisors, including support staff, by providing an environment within which service delivery excellence can be achieved – Act as a role model for Oranga Tamariki, the National Contact Centre and the Transition Support Services mission, vision and values – 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 – Understand and implement your Health, Safety and Security accountabilities – Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.

Service delivery	<ul style="list-style-type: none"> - Ensure the timely delivery of high-quality services, support and advice to rangitahi and transition services partners - Promote and maintain effective relationships with partner agencies, NGOs, community groups, contracted service providers and internal service lines/business areas - Identify and manage risks, including casework risks, and escalate where appropriate - Support workforce/workflow management in conjunction with the Workforce Management Team by ensuring the appropriate planning, prioritisation and re-prioritisation of work as required and within service levels - Ensure that the Professional Supervision Policy operates effectively as per the policy guidelines and that staff health and safety systems including the Dangerous Situations, CISM and EAP Policies are operating within locations - Ensure consistency of operational practice across the team in accordance with relevant legislation and policies - Lead, support and, where appropriate, collaborate with others in structured problem solving to improve the design and delivery of transition services - Ensure that the services we are providing are culturally appropriate and consistent with the Treaty of Waitangi and the Ministry's Māori (Te Toka Tumoana) and Pacific Peoples (Va'aifetu) strategies. - Manage complaints in accordance with Oranga Tamariki procedures and ensure Ministerials, Official Information Act and Privacy Act requests are managed in accordance with organisational standards.
Learning, Development and Continuous Improvement	<ul style="list-style-type: none"> - Work with team and build capability by: <ul style="list-style-type: none"> ▪ Observing and identifying learning gaps ▪ Providing one to one coaching and support ▪ Leading structured learning emerging from the work ▪ Setting expectations for individual team members - Provide regular feedback and coaching to lift individual capability and performance - Work with Practice Leaders to identify key areas of practice development and ensure the team meets appropriate practice standards - Lead and support the identification of continuous improvement opportunities across the areas of people, process, policy and technology and evidenced through key performance metrics and data
Finance, Reporting and Analysis	<ul style="list-style-type: none"> - Work with Practice Leaders to undertake practice reviews and critical analysis of casework.

	<ul style="list-style-type: none"> – Lead and support the responsible use of financial resources in accordance with relevant legislation and policies and contribute to reporting on this as required. – Provide reporting, narrative and analysis on the delivery of transition services.
Risks and Issues Management	<ul style="list-style-type: none"> – Actively identify and manage organisational risks and escalate if necessary – Escalate risks effectively as appropriate – Recommend strategies and responses for dealing with different risks and issues – Provide advice to the Manager on risks and their mitigation.
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 Oranga Tamariki's operations – 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's procedures, policies, guidelines, and standards of integrity and conduct – Commitment to the Treaty of Waitangi and respect and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> – Practice Manager – Practice Leaders – Other NCC staff – Transition Support Services Team – Oranga Tamariki staff
External	<ul style="list-style-type: none"> – Contracted service providers – Other government agencies (e.g. MSD, MOH, MOE, Corrections)

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> – A Social Work qualification recognised by the New Zealand Social Workers Registration Board (SWRB), or – Full SWRB registration and current annual practising certificate
Knowledge and Experience	<ul style="list-style-type: none"> – Successful previous experience in employee management, supervisory, leadership or management roles including motivating people for improved performance. – Experience working with rangatahi and young adults. – Significant social sector experience, relevant to the work of Transition Advisors – Demonstrated knowledge of individual, peer and group models of professional supervision and experience in the application of these models – Experience working in crisis and conflict resolution – Successful management of risk in critical situations – Proven experience in supporting staff in the complex and sometimes difficult role they undertake – Demonstrated ability to work in collaborative peer and other stakeholder relationships – A sound knowledge of relevant legislation.
Skills	<ul style="list-style-type: none"> – Strong line management or supervisory ability or potential – Understanding of the social services environment and the complexity of pressures that can impact on staff – Strengths-based leadership, with the ability to collaborate with others, across the spectrum of Ministerial functions, to achieve mutually agreed goals – Work to resolve conflicts or difference, and influence action, by finding areas of agreement that benefit the organisation and individuals – An ability to build and maintain rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills – Understanding of the governance arrangements and public sector context within which Oranga Tamariki works and applies it to judgement and decision making – An ability to resolve problems and make decisions with limited information and in practical and straightforward way – High level computer skills including Word, Excel, email and data entry – 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 Maori, and Pacific peoples' culture.