

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Advisor (Enabling)
Group:	Policy and Operational Support
Reports to:	Manager Feedback and Complaints
Location:	As specified
Direct Reports:	No
Budget:	No

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is 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

The purpose of this role is to support the Feedback Operating Model through the provision of enabling functions such as reporting, quality assurance and the provision of advice regarding the feedback mechanisms.

This role is critical to the effective function of the Feedback Team as well as the feedback system as a whole. This role also operates in a complex political environment and involves high profile stakeholder management and influencing to a senior level.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Feedback and Complaints	<ul style="list-style-type: none"> - Undertake role in line with the CCS Operating Frameworks and values of Oranga Tamariki - Ensure that support is provided to the wider feedback system through the provision of advice as well as support of the IT system - Support with reporting requirements on the Feedback System as a whole, as well as individual reports as required
Quality Initiatives and Continuous Improvement	<ul style="list-style-type: none"> - Ensure a strong focus on outcomes for all children, especially Māori tamariki and rangatahi, in the work of the Feedback and Complaints System - Maintain awareness of best practice and legislative requirements relating to the development and use of quality processes and tools, making recommendations for changes as required - Support and advise senior managers in developing a quality culture of high performance and continuous improvement - Undertake research into best practice in quality systems and approaches - Investigate and document root causes of process irregularities, to inform prevention of future reoccurrences and to improve processes - Contribute to the continuous improvement of change processes.
Relationship Management	<ul style="list-style-type: none"> - Build and maintain strong relationships across Oranga Tamariki and other departments and agencies as appropriate - Know when consultation with or briefing of others is required, and who needs to be informed or involved - Ensure all relevant stakeholders are kept informed on progress of responding to issues, seeking their contribution and validation of information as appropriate - Work collaboratively with others to ensure strategies are implemented and business requirements are met effectively. - Recognise when there may be relationship management issues and seek advice as needed

Key Result area	Key Accountabilities
Cultural Competence	<ul style="list-style-type: none"> - 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 - Ensure engagement with all participants is underpinned by cultural awareness, sensitivity, knowledge, skills and behaviours - Provide a range of ways for participants to engage with the feedback mechanism in a way that works for them - Commit to on-going development in cultural competence in working with Māori and other cultures - Demonstrate understanding of, and commitment to, our Māori cultural framework.
Mentoring and Leadership	<ul style="list-style-type: none"> - Mentor, support and assist other members of the Feedback and Complaints team and the wider organisation in all aspects of feedback and complaints and other work completed by the Feedback and Complaints team - Demonstrate the behaviour of a leader: creating a supportive and positive environment, helping others develop and achieve, and acting in the interests of the full team - Support the Manager in their leadership of the team by identifying opportunities to share leadership challenges and by becoming a natural source of advice and support for team members.
Risk Management	<ul style="list-style-type: none"> - Identify any organisational risks and take action to minimise their impact - Effectively manage risks within the group and establish and contribute to the maintenance of a risk management framework - Escalate risks and propose appropriate mitigation where necessary
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 - From time to time, you may be required to perform other reasonable duties as requested by your manager - 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

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| Internal | <ul style="list-style-type: none"> - Regional Managers - Practice Leaders - Site Managers - Executive Managers - Youth Justice Managers - Care Services Managers - Social Work Supervisors - Other Oranga Tamariki Staff |
| External | <ul style="list-style-type: none"> - Children and Young People - Family/whānau and other clients - VOYCE - Whakarongomai - Social Services organisations - Other government agencies as appropriate |

QUALIFICATIONS & EXPERIENCE

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| Qualifications | <ul style="list-style-type: none"> - A relevant tertiary qualification is required or relevant equivalent experience. |
| Other Requirements | <ul style="list-style-type: none"> - Willingness to travel within New Zealand to fulfil the requirements of the role. |
| Experience | <ul style="list-style-type: none"> - Ability to engage with children and young people as well as engaging with family/ whānau and wider family networks - Proven successful experience in working with people from diverse cultural backgrounds , in particular Māori and Pacific Peoples - Sound knowledge of Oranga Tamariki Act 1989, the Vulnerable Children’s Act 2014 and other relevant legislation - Ability to work independently as well as part of a team - Thorough working knowledge of the machinery of government including issues management and processes - An understanding of the governance arrangements and public sector context within which Oranga Tamariki works and applies it to judgement and decision making. |
| Skills | <ul style="list-style-type: none"> - Excellent verbal, written and interpersonal communication skills - Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others |

In-Confidence

- Ability to demonstrate empathy and de-escalation methods when faced with conflict and aggressive people
 - Effective problem-solving skills, with the ability to analyse and respond appropriately to complex and difficult situations
 - Excellent communicator, with the ability to translate complex information and ideas into a language that can be understood by a wide range of people and produce high quality written work
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
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