# Ministry of Social Development logo



# Kaiarotake Ratonga Pāpori - Accreditation Assessor - Te Kāhui Kāhu

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

As an Accreditation Assessor you will conduct assessment reviews of social service providers to determine whether they are delivering safe, quality services. You will be responsible for ensuring the accreditation process aligns with best practice and meets Te Kāhui Kāhu’s requirements.

You will be part of “One Team” located across Aotearoa working alongside Senior Assessors, and the Accreditation Managers to provide quality assurance and risk management functions involving social service providers funded by our funding agencies.

### Location

Nationwide

### Reports to

Accreditation Manager

## Key responsibilities

### Accreditation Process

• Deliver completed assessments and reviews of social service providers to meet the relevant standards and requirements

• Visit social service providers at their locations nationwide including their head office and sites, as required, as a part of the assessment process

• Apply technical skills and knowledge to accreditation assessments to ensure the right outcome is achieved

• Ensure that accreditation processes align with best practice standards and follow Te Kāhui Kāhu’s policies and procedures, including quality assurance

• Provide solutions within an agreed (nationally consistent) assessment framework which contributes to effective service delivery

• Support the Accreditation Manager in the delivery of risk, quality assurance and compliance assessments of partner agency funded social service providers.

### Planning and Decision Making

• Plan, track and manage allocated workload to meet the expected outcomes and targets

• Review and adjust priorities as circumstances change to ensure priority tasks are achieved

• Take responsibility for making things happen within your own area of control and escalate when required

• Collect and collate adequate and relevant evidence from a wide range of sources and assess its value as evidence of provider compliance

• Use analytical skills to work through complex situations or problems

• Ensure information gathering practices are effective and consistent with Te Kāhui Kāhu policies, procedures and relevant legislation.

### Risk and Issue management

• Identify, communicate and manage organisational risks, within Te Kāhui Kāhu’s frameworks

• Approach issues or disagreements with the objective of achieving a solution

• Complete reviews of social service providers when a complaint has been received

• Contribute to investigations when there is evidence of social service providers not meeting standards.

### Relationship Management

• Operate within the Te Kāhui Kāhu stakeholder engagement plan

• Build strong internal and external relationships that support the achievement of Te Kāhui Kāhu goals, and key Ministry of Social Development outcomes

• Actively seek opportunities to contribute to positive outcomes for clients, stakeholders, and colleagues

• Deliver superior service to clients

• Identify needs, concerns and priorities of social service providers

• Establish credibility and influence others on the basis of technical knowledge.

### Māori Capability and Responsiveness

• Provide a culturally responsive service to providers

• Engage with the Ministry of Social Development and Te Kāhui Kāhu Maori Strategies and Frameworks

• Work in partnership with iwi as appropriate

• Contribute to the promotion of the principles of Te Tiriti o Waitangi

• Embedd Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things

• Build more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

### Teamwork

• Contribute positively by actively sharing information and listening and accepting others' points of view

• Work with other staff as allocated to complete assessments

• Contribute positively and professionally to team meetings and working groups

• Share the workload with others as required and contribute by being prepared and completing assigned tasks in a timely manner.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

• A relevant tertiary qualification or relevant experience

• Experience in critical and analytical thinking

• Experience in stakeholder engagement and solid communication skills

• Demonstrated ability to work in collaborative peer and other stakeholder relationships

• Knowledge of relevant legislation within which the Ministry and Te Kāhui Kāhu is required to work

• Competent computer and software skills

• Demonstrated understanding of tikanga Māori

• An understanding of the Non-Government Organisation (NGO) sector and its interface with government agencies

• An understanding of what constitutes “product quality” within social service programmes

• Knowledge of standards-based and systems-based quality assurance processes

• Experience in the use of quality assurance practices to evaluate an organisation’s performance against goals and value/quality

• Demonstrated ability to improve activities and results, and contributes to their development and implementation.

## Attributes

* Strengths in critical thinking, and research/data retrieval
* An ability to self-manage
* Strong planning skills
* An ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behavior, being responsive to Māori and other cultural groups
* Strong written and oral communication skills and is able to adapt communication content according to the audience
* High levels of initiative and follow through to task completion
* Maintain a positive outlook and show flexibility to new approaches and ideas
* Is willing to learn from others at all levels
* Strong client focus
* An ability to influence action in areas for which they have responsibility.

## Key relationships

### Internal

* Accreditation Manager
* National Manager Accreditation
* National Manager Māori
* General Manager Te Kāhui Kāhu
* Te Kāhui Kāhu staff.

### External

* Existing social services, authorities/boards and potential new providers
* Funding and contracting staff across funding agencies
* Iwi and Māori organisation, Pacific Peoples groups, migrant and refugee support organisations and other non-Government organisations and voluntary agencies.

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

## Travel – Yes

Travel is a requirement of the role, as social service providers are located throughout New Zealand

**Position Description Updated:** July 2024