# Ministry of Social Development logo



# Senior Advisor - Social Services Accreditation

# 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

The Senior Advisor will provide high quality advice and support to the National Accreditation Manager and the operational leadership team of Te Kāhui Kāhu. Key responsibilities include:

* providing expert advice to Te Kāhui Kāhu team members, stakeholders, and providers.
* developing, leading and maintaining positive operational relationships with a range of stakeholders
* administering quality assurance and best practice systems and processes to support quality accreditation practice.
* engaging with our large multi-site and Inter-Country Adoption providers, as required, to ensure our accreditation services are responsive to their needs.
* leading the development and presentation of a range of written material and communications.
* working with the team to facilitate change and team capability.

Te Kāhui Kāhu operates a ‘one team’ accreditation operating model. While reporting to a manager, we promote collaboration and co-operation across all of Te Kāhui Kāhu, so the role supports the management team and the group as a whole, as required.

### Location

National Office

### Reports to

National Accreditation Manager

## Key responsibilities

### Stakeholder and Relationship Management

* Able to build and maintain good relationships with a wide range of people
* Able to establish trust and foster open communication
* Develop, lead and maintain positive operational relationships with a range of external stakeholders including service providers and funding agencies we provide services to
* Build and maintain excellent working relationships within Te Kāhui Kāhu and MSD
* Lead engagement and planning of assessments with some large multi-site providers, the Inter-Country Adoption providers, and their relevant stakeholders
* Ensure a culturally responsive service is given to social service providers and other stakeholders that meets their needs
* Collaborate with others to develop strategies to solve problems and challenges
* Manage provider issues or relationships as required or provide advice on resolving these.

### Operational Advice

* Provide expert advice to Te Kāhui Kāhu team members, stakeholders, and providers.
* Lead and assist the implementation of policy from the Policy, Practice and Business Enablement team, as required
* Stand apart from the immediacy of situations and take a broad or long-term view, foreseeing opportunities and developing workable solutions to problems.
* Provide professional guidance to operational management and teams
* Support the Lead Trainer in the development of training packages for Social Services Accreditation staff
* Identify and recommend improvements to the accreditation procedures and systems
* Contribute to the enhancement of the accreditation process through participation in on-going evaluation and review processes.
* Lead projects as required.

**Communication and Reporting**

* Collate and produce the monthly internal Te Kāhui Kāhu newsletter.
* Contribute to team meetings and Elevenses (fortnightly all-staff forum) as required.
* Take a lead role in the preparation and drafting of responses to correspondence on behalf of the Te Kāhu Kahu for funding agencies we provide services to, the Deputy Chief Executive, and the Te Kāhui Kāhu Board or the Minister, including management of Official Information Act requests and other reports as required.
* Co-ordinate responses to requests for accreditation information and data as required.
* Monitor and report on work undertaken achievements, trends, and issues on a regular basis to the National Accreditation Manager.
* Manage documentation/information for Confluence and the external website.
* Write memos as required for the National Accreditation Manager

### Quality assurance/ risk/ complaints management

* Identify and advise on potential and real risks including prevention.
* Maintain the operational risk register and conflict of interest register
* Oversee the complaints management process including providing advice to the National Accreditation Manager and the operational leadership team on the management and resolution of complaints.
* Liaise with the Policy, Practice and Business Enablement team to facilitate the implementation of the Quality Management system.

## 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

* Strong relationship management skills and proven successful experience managing a range of stakeholder relationships.
* Sound understanding of the machinery of Government and political awareness
* Sound understanding of key issues affecting providers in a social services environment
* Proven successful experience knowledge of risk assessment and project management principles
* Knowledge of Te Ao Māori or a willingness to learn
* Demonstrated background in the analysis and drafting of official correspondence, Parliamentary Questions, Official Information Act requests, Ministerial briefings and other relevant report or papers.
* Strong writing and sound data analysis skills.
* Excellent communication skills, including the use of multiple mediums, to develop and communicate key messages

## Attributes

* Builds and maintains rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills
* Ability to focus on both strategic and operational issues.
* Is innovative and keen to explore and evaluate new operational delivery practices and approaches
* Excellent verbal, written and communication skills – able to communicate clearly in a range of mediums, and adapt to meet audience needs
* Sensitivity towards Maori, Pacific Peoples and other cultures
* Ability to influence action in areas for which they have responsibility but not line management authority
* Anticipates and resolves problems making decisions based on sound risk management analysis
* Ability to produce and recognise high quality written work and provide peer support to colleagues.
* Strengths in critical thinking – experience at evaluating issues to make sound judgements and recommendations for resolution.
* Sound analysis skills – the ability to analyse and present data/information in engaging ways alongside a complimentary narrative to support planning and reporting
* Good levels of initiative and follow through to deliver quality work on time.
* A breadth of experience and an approach which challenges conventional wisdom and prompts managers and staff to reassess assumptions.
* Understands governance arrangements and context within the public sector and NGO’s work and applies this to recommendations and decision making.

## Key relationships

### Internal

* General Manager Te Kāhui Kāhu
* National Accreditation Manager
* National Managers Te Kāhui Kāhu
* Accreditation Managers
* General Manager Lead Advisor
* All other Te Kāhui Kāhu staff
* Other MSD Managers and staff

### External

* Other Governmental agencies
* Existing and new social service providers, authorities/boards
* Iwi and Māori organisations, Pacific people’s 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

Limited adhoc travel may be required

**Position Description Updated:** August 2024