# Ministry of Social Development logo

#  Senior Advisor - Strategy and Projects

##  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

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## Position detail

### Overview of position

The Senior Advisor Core Worker Exemption (CWE) is responsible for managing and leading the day-to-day operation of the CWE process. The Senior Advisor will ensure key accountabilities are met in response to the Vulnerable Children’s Act (VCA) 2014 and ensure the CWE process operates efficiently and with integrity.

The Senior Advisor will manage and maintain strong relationships with key stakeholders including managing the provision of high-quality service. The Senior Advisor will be the key point of contact across the lifecycle of the CWE process.

This role exists to ensure the intentions of the Vulnerable Children Act 2014 (Workforce Restriction) are accomplished.

Te Kāhui Kāhu promotes collaboration and co-operation between all staff, this means the role also supports the management team and the wider group where required.

### Location

### National Office

### Reports to

National Manager, Strategy and Projects

## Key responsibilities

### Subject matter expert on CWE

* Provide expert advice on the CWE Process including response to internal and external stakeholders
* Manage all operational activities of the CWE process
* Liaise with and advise members of key agencies on CWE policies and procedures
* Lead the implementation and monitoring of CWE functions for all key agencies
* Manage risks and resolve disputes
* Develop and maintain knowledge of policy, legislation and the environment relevant to the Core Worker Exemption.

### Stakeholder and Relationship Management

* Provide effective direction and support to the cross-agency Panel and decision-makers
* Maintain strong links with the Children’s Action Plan Directorate
* Develop and manage relationships with MSD and external stakeholders across key agencies
* Hold a firm understanding of Parliamentary and government protocols and requirements
* Communicate with CWE applicants to support their application process.
* Present to a range of stakeholders, including senior management, providers, provider representative groups and other government and non-government agencies.

### Practice leadership

* Manage and coordinate the CWE Panel ensuring robust recommendations are made and supported by a clear rationale
* Manage and continue to advise on changes to the scope of the CWE process as necessary
* Ensure natural justice principles are upheld and maintain the integrity of the process
* Maintain consistency of recommendations made to decision makers
* Develop tools and resources for panel and decision makers.

**Analysis and quality improvement**

* Ensure service standards are met and exceeded
* Identify opportunities for process enhancement in all areas of the CWE process
* Lead and manage implementation of CWE operational policy and procedures
* Analyse trends, demographics and other influences that may impact CWE business processes eg related to policy, information technology, legislation
* Provide advice to relevant stakeholders on potential impacts on the CWE process to mitigate risk
* Provide high-quality and consistent advice on a range of specialist issues within specified timeframes to key stakeholders
* Respond professionally to all issues, questions and requests for information.

### Risk management

* Actively ensure the CWE business process meets Government and public expectations of accountability and transparency, and complies with all relevant policies, practices and appropriation requirements
* Develop and maintain applicable risk management standards, guidelines, and processes, particularly around risk of judicial review and High Court appeals
* Identify and mitigate potential risks and work to prevent the escalation of issues
* Ensure privacy and security of information is managed appropriately to adhere with government standards
* Work with relevant MSD staff to build risk management principles and controls into existing and new processes
* Ensure any escalated issues relating to complex situations/complaints are successfully managed in consultation with relevant representatives internal and/or external.

**Training**

* Deliver training to panel members and other relevant staff.
* Co-ordinate staff training, as necessary.
* Identify and deliver training requirements and opportunities for panel members and decision makers.

### Reporting

* Research, gather information and prepare required reports to key agencies and the Te Kāhui Kāhu board
* Make reports with recommendations to Chief Executives of MSD and key external agencies, together with discussion where necessary
* Prepare and critique Ministerials, reports, OIAs as required in accordance with Ministry style and standards

## Embedding Te Ao Māori

* Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into ways of working
* Build on experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement 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 the business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* Sound knowledge and understanding of the Vulnerable Children Act 2014 and the wider implications of the Act
* Demonstrated ability in written and verbal communication including writing official reports
* Experience in working directly with members of the public
* Prior experience in advisory or policy capacity in the public sector
* Proven successful experience in stakeholder relationship management
* In-depth understanding of the machinery of Government and political awareness
* Experience working with confronting and explicit information
* Understanding of privacy legislation and implications
* Experience developing and delivering training materials
* Experience advising and reporting to senior management
* A relevant tertiary qualification, preferably including subjects that require critical and analytical thinking and developed communication skills. Ideal core disciplines include education, business studies, legal or social work.

## Attributes

* Exercises flexibility while retaining the ability to influence others to achieve goals and create solutions
* Builds and maintains rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills
* Highly effective communication skills and ability to direct and manage difficult group discussions
* Ability to work autonomously and within a team environment
* Flexible, adaptable and pragmatic
* Strong client focus
* Exercises sound judgement and political sensitivity
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Ability to anticipate and resolve problems, making decisions basked on sound risk management analysis.

### Other requirements

* Willing to travel to fulfil job requirements
* Holds current drivers licence and is prepared to drive Ministry vehicles if required

## Key relationships

### Internal

* General Manager Te Kāhui Kāhu
* National Manager, Strategy and Projects
* National Managers Te Kāhui Kāhu
* Accreditation Managers
* Lead Advisor
* All other Te Kāhui Kāhu staff
* MSD Panel members
* MSD Legal, Information Security and Identity Group
* Other MSD Managers and staff.

### External

* Panel members (Senior officials from the Ministry of Education, NZ Police, Ministry of Justice, Ministry of Justice and Oranga Tamariki
* Senior managers from other government agencies and local authorities
* CWE decision makers
* CWE applicants
* Employers of CWE applicants
* Crown Law Office
* Any third-party provider.

### Delegations

* Financial – No
* Human Resources – No

**Direct reports – No**

**Security clearance – No**

**Children’s worker – No**

Limited ad hoc travel will be required

**Position Description Updated:** June 2025