# Ministry of Social Development logo

# Director Office for Seniors

# Policy

## 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\***

|  |  |
| --- | --- |
| Unuhia te rito o te harakeke  Kei 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 flaxbush  Where 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 role of the Director is to successfully lead and manage the Office for Seniors to provide effective information and advice to both government agencies and older people on key issues and outcomes for older people.

To achieve this, the Director will need to:

* lead effective stakeholder engagement with both stakeholder organisations representing older people and Government agencies
* co-ordinate cross-government actions to improve outcomes for older people
* provide high quality information, intelligence and advice to government and sector agencies on status and issues affecting older people
* research, identify and communicate information, resources and best practice to improve outcomes for older people
* monitor and report on the overall progress and wellbeing of older people
* support the Minister for Seniors in their advocacy role with other Ministers to improve outcomes for older people.

This is a senior and influential role, and the role holder is expected to demonstrate the highest standards of personal and professional leadership.

### Location

National Office, Wellington

### Reports to

General Manager

## Key responsibilities

**Vision and Strategy**

* Develop and communicate the role and purpose of the Office, including a coherent work programme and completing regular reviews of the Office’s effectiveness
* Co-ordinate the development of cross-government action to improve outcomes for older people
* Work closely with government agencies responsible for policy development and service provision affecting older people to support consideration of the interests and issues of older people
* Promote research on older peoples issues, including facilitating networking between researchers and building research capacity
* Lead the process for developing and / or refreshing strategies for continuous improvement of supports and opportunities for older people and their families e.g. Better Later Life - He Oranga Kaumātua 2019 to 2034 and Action Plan

**Stakeholder Engagement**

Older People’s Sector:

* Develop and maintain active relationships with older people’s organisations, service providers, professional groups, NGOs and other key stakeholders engaged in supporting older people and their families
* Assist and support the sector to have effective and appropriate input into government policy development and service provisions decisions.

Government Sector:

* Develop and maintain active relationships with central and local government agencies and crown entities engaged in supporting older people and their whānau and families
* Provide high quality information and advice on older people's issues and consultation mechanisms to government agencies
* Assist and support government agencies to have a meaningful relationship and interactions with the older people’s sector

**Advice**

* Provide information and advice to the Minister for Seniors in their advocacy role with other Ministers
* Provide high quality advice to government agencies and research organisations based on sound knowledge of international and national best practice, research, and issues identified by non-government organisations and professional groups working as providers of services and advice for older people.
* Provide second opinion advice on draft legislation and policy development led by MSD and other government agencies that impacts on older people.

**Monitoring and Reporting**

* Undertake regular environmental scanning and analysis of forecasts, demographic information, data, emerging trends and best practice in order to provide high quality and balanced advice
* Develop an effective overall framework for reporting on the progress and wellbeing of older people
* Lead the process of regular reporting against the framework

**Information Dissemination**

* Ensure the Office maintains and utilises up to date knowledge, information, resources and research on issues affecting older people
* Create and maintain web based and written material for older people and their families based on best practice and government policy
* Provide high quality information and advice on older people’s issues and existing consultation mechanisms to government agencies
* Provide older people and their families, non-government organisations, and professional groups within information on government policy and practice that impacts on older people

**Ministerial Servicing**

* Oversee the preparation and timely delivery of high quality speech notes, Ministerial responses to correspondence, answers to Parliamentary Questions, and Official Information requests
* Provide regular written and oral briefings to the Minister for Seniors on issues of interest to and impacting on older people, their families and sector organisations.

**Risk Management**

* Identify any key risks to the Office and take appropriate mitigation action to minimise their impact
* Identify financial and contractual risks and ensure sound processes and systems are in place to manage those risks
* Keep the General Manager informed of any risk issues that may impact on the Office’s reputation or ability to achieve its objectives.

**Staff Management and Development**

* Develop and lead an effective team with the strategic and professional skills to achieve the Office role and purpose
* Develop a plan to build the capability of staff to meet current and future goals, and to deliver on the immediate and ongoing requirements of the Office’s work programme.
* Implement induction and development programmes for new staff, and promote continuous professional development and learning
* Ensure performance management for staff is carried out appropriately and within required timeframes.
* Manage day-to-day staffing and human resource issues as required

**Embedding te ao Māori**

* Embedding and building on Te Ao Māori within their leadership role.
* Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

## Health, safety and security

* Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

## Emergency management and business continuity

* Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

## Know-how

* Knowledge, interest and awareness of:
  + issues impacting on the lives of older people, their whānau and families
  + groups representing older people, including Māori, Pacific and ethnic organisations, and relevant international groups
* An ability to develop and maintain effective relationships in order to work across government and community sectors, including working effectively with iwi, Māori, Pacific and other groups.
* An established record of leadership including good judgement, intellectual flexibility and originality, and the capacity to think strategically
* Experience in dealing with and providing advice and support to Ministers, Chief Executives and senior officials
* Experience in developing, improving and utilising stakeholder engagement and consultation processes
* An ability to take a strategic approach to advancing the interests of a sector and/or organisation
* The ability to work across government and community sectors, including working effectively with Iwi, Māori, Pacific Peoples and other groups
* Excellent written and oral communication skills including an understanding of communication channels
* Experience in the leadership of staff and the ability to monitor, review and improve capability is desirable
* Ability to promote and lead change
* Experience working in a complex environment
* Programme or project experience including the commissioning of work
* Tertiary qualification in a relevant discipline or equivalent operational experience

## Attributes

* Strong partnership builder
* Ability to connect and establish effective relationships and demonstrate excellent influencing and negotiation skills
* Ability to inspire and align others to vision and purpose
* Exercises sound judgement and organisational awareness coupled with political savvy and networking skills
* Innovative thinker
* A wide-ranging perspective that contributes to excellent decision quality
* Flexible, adaptable and pragmatic
* Commitment to achievement
* Honesty and integrity
* Cross-sector and client focus.

## Key relationships

### Internal

* Chief Executive and Office of the Chief Executive
* Deputy Chief Executive, Social Policy
* General Managers, Directors and key staff from the Policy Group, including members of the Disability and Intergenerational Group
* Senior managers and staff in Ministry Māori, Community and Partnerships and service delivery groups and business units, MSD Budget Team, National Communications and Ministerial and Executive Services

### External

* Minister for Seniors
* The Office of the Minister for Seniors
* The Office of the Minister for Social Development
* Stakeholder groups representing older people, and providers of services and advice for older people
* Senior managers of other government agencies and crown entities engaged in supporting older people and their families
* Relevant researchers and academics
* Key international government and non-government agencies
* Local government
* Media (the Director may be required to provide media comment).

## Other

### Delegations

* Financial – Yes, level 4
* Human Resources – Yes, level 4

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** April 2025