# Ministry of Social Development logo

# Advisor Regional Public Service

# Client Service Delivery

## 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 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

### Our Role: We support Government across the sector and region, we support the Regional Public Service Commissioner (RPSC), the Regional Leadership Groups (RLG) and co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

**Regions**: We work together to make a difference for New Zealanders ensuring our welfare response is aligned to and supporting the national health response.

*We do this through three key groups; Regional Public Service Commissioners, will coordinate and align the public service contribution across 16 regions, Regional Leadership Groups who will oversee and enable an effectively locally led and delivered Care in the Community response, MSD Regional Commissioners will coordinate the welfare system response as part of the Care in the Community approach.*

These three groups are supported by a number of teams, providing operational support, data, analytics and policy advice.

### Purpose of the Position: Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are enabled to take responsibility for themselves, are safe, and feel supported. Provide advice and support across a broad range of areas to the Regional Public Service Commissioner, and the wider regional team, to implement and deliver on strategic and operational priorities for the region.

### Location

Regional Office

### Reports to

Regional Commissioner for Social Development or Director Regional Public Service

## Key responsibilities

**Regional Strategy and Planning**

* Supports the RPSC& Director Regional Public Service with regional strategy and planning
* Identifies overlaps and gaps within regional activity and opportunities to improve and support performance.
* Provides advice and support in the planning, development and implementation of strategies that address challenges and capitalise on opportunities.
* Contributes to the identification of common priorities and objectives across stakeholders
* Provides capability support to regional work programmes & initiatives in collaboration with external agencies, such as the Hāpori Manawaroa Ki Murihiku (HMkM) or other national priorities as required including extreme weather events.
* Supports regional needs analysis to identify available services and initiatives for existing areas of improvements

**Stakeholder Management**

* Supports the Director to identify key stakeholders and cultivate constructive relationships to ensure RPSC is connected to and well represented in the community
* Supports the Director as required to establish and maintain strategic relationships with key stakeholders to align and deliver on cross-sector work programmes and initiatives, and to ensure risks, trends and opportunities are identified
* Supports the Director to understand and proactively manage stakeholder expectations to ensure RPSC responds appropriately
* Supports the Director to provide information and advise the RPSC of potential partnerships based on commonality of objectives
* Represents the RPSC in public or external stakeholder settings, when required.
* Engages collaboratively across external agencies and linking in with external stakeholders where required, such as external staff supporting cross-agency work programmes & initiatives.

**Management Support**

* Supports the Director with the development and implementation of initiatives and strategies as required.
* Monitors and evaluate the progress of initiatives and report regularly on any identifiable opportunities/threats as well as mitigation strategies.
* Identifies and prioritise events and issues on behalf of the RPSC.
* Manages the development, administration and co-ordination of special projects and other ad hoc matters as required.
* Represents the RPSC at forums, as requested, by way of gathering information and viewpoints, and/or presenting the RPSC’s viewpoint and/or priorities on relevant issues and intentions.
* Provides advice and guidance to address issues characterized by complexity and/or uncertainty to mitigate associated risks and ensure matters are worked through to an agreed outcome
* Informs and update the RPSC on the progress of potential or actual risks and issues and recommend remedial action

**Advice**

* Supports Director to provide high quality evidence based and policy analysis advice to the RPSC on issues.
* Supports Director with information and advice regarding the operations, imperatives and constraints of the welfare response.
* Supports the Director to conduct regular research and scrutiny of internal and external sources of information for the purpose of collating and providing the Regional Leadership Group with current/relevant details on national and regional priorities, goals and outcomes.
* Prepares communications for the RPSC as required.

## Research and Reporting

* Supports the Director to undertake research and develop reports with recommendations for future strategies/initiatives for the RPSC as required.
* Produces reports and other written work (for both internal and external audiences) as required by the RPSC.
* Provides feedback, support and advice to refine, enhance, and clarify the work of others.

## 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 and/or equivalent advisory experience in the public sector preferred
* Risk management – sound business acumen with a demonstrated ability to understand and focus on a wide range of risks, including experience in management and mitigation processes
* Experience in leading or supporting initiatives that strategically support a wide variety of stakeholders within a region
* Proven experience confidently representing an organisation in a variety of settings and audiences, and the ability to facilitate, guide, influence and lead without position
* Demonstrated awareness of government structure as it relates to the public sector and other central and local government agencies, with the ability to navigate across these with acumen
* Project management experience including an awareness of the principles.
* Knowledge of the region, stakeholder relationships including iwi, local government, non-government organisations

## Attributes

* Interpersonal skills – ability to relate to people at all levels, demonstrate active listening skills and manage difficult conversations confidently, with the ability to exercise diplomacy and discretion
* Demonstrated ability to establish and build effective cohesive relationships and partnerships with a variety of stakeholders to achieve mutually beneficial outcomes
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively
* Situational awareness – ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses
* Advanced planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively often within tight timeframes and under pressure
* Advanced written and verbal communication skills – able to communicate effectively across multiple channels, adapting communication style to the needs of the audience
* Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving
* Flexible, adaptable and pragmatic – ability to adapt to competing demands in a busy and changing environment, and take the initiative
* Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Regional Public Service Commissioner
* Regional Managers across agencies including health, accommodation
* Regional Leadership Group
* Regional Commissioner for MSD
* MSD National Office Support Teams including policy, MCP, Service Delivery

### External

* External public sector agencies
* Iwi
* Local government
* Non-government organisations and groups

## Other

**Delegations**

* Financial - No
* Human Resources - No

**Direct reports** - No

**Security clearance** - No

**Children’s worker -** No

**Driver's license** – Yes

Limited ad hoc travel may be required

**Position Description Updated:** September 2023