# Ministry of Social Development logo

# Regional Commissioner for Social Development 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

|  |  |  |
| --- | --- | --- |
| 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 Regional Commissioner for Social Development is the senior regional official for the Ministry of Social Development (MSD) in their assigned region, building and strengthening relationships at a regional level to understand key economic and social factors which impact on the region and employment outcomes.

This role chairs the MSD regional leadership group who are collectively responsible for ensuring the right range and level of services, products and interventions are provided by MSD and through its partners across the region, which together will contribute to individual, families/whānau and community self-sufficiency.

The Regional Commissioner for Social Development is also responsible for:

* leading a proactive approach to ‘organising for employment outcomes’ at a regional level
* providing a single face of MSD for our stakeholders, to ensure at a regional level we knowledgeably represent the broad range of activities we undertake, co-ordinating and aligning our community engagement
* championing organisational and Government initiated programmes and services – including Government reforms.
* with the regional leadership team driving service delivery business transformation towards a more client centric operating model at a regional level and aligned with national objectives.

**Decisions Expected:**

Resource and budget allocation across the Region to optimise outcomes

### Location

Allocated Regional Office

### Reports to

Group General Manager (GM), Client Service Delivery

## Key responsibilities

### Strategic Development

* The Regional Commissioner for Social Development will contribute positively to the development of national client service delivery strategies. They will work co-operatively with Service Delivery’s Leadership Team and the Client Services Leadership Team to keep Service Delivery common goals and strategies to the fore.
* The Regional Commissioner for Social Development will participate in MSD Strategy Forums and will lead social development strategy formulation within their region on behalf of MSD.
* The Regional Commissioner for Social Development will contribute to the development of economic strategies in their region with a specific focus on employment enablers and outcomes.

### Partnerships and Service Provide Management

* Lead and develop strategic relationships with other delivery agencies, Iwi, employers and partners to deliver services to New Zealanders which improve the overall effectiveness of services while enhancing the experience for clients.
* Invest, on behalf of MSD, in line with investment priorities and using a social investment approach in Regional initiatives, innovative approaches and programmes which enable MSD clients to move towards or into employment.

### Stakeholder Management

* The Regional Commissioner for Social Development fills a high-profile role in each local community. They are expected to develop leadership roles within their regions and demonstrate MSD’s commitment to making a significant social and economic contribution.
* Promote relationship building that enables the achievement of agency and MSD goals – with a specific focus on the formation of sector partner and employer relationships that will directly contribute to the agency’s desired outcomes.
* develop highly effective networks of influence in their local communities particularly with Māori and Pacific Island peoples, as well as with other important groups.
* The Regional Commissioner for Social Development will ensure Service Delivery plays an active role in the community through engagement both with Local Government and Civil Defence.

### Regional Team Leadership and Management

* The Regional Commissioner for Social Development, in co-operation with the GM Client Service Delivery will provide leadership to the Service Delivery staff in the region and keep fully up-to-date and aware of relevant economic and social policy issues and developments, both within their region and nationally.
* Work closely with the Regional Directors and GM Client Service Delivery on proposed changes to the way MSD services are delivered in the region ensuring strong connections with other providers, employers and stakeholders.
* Apply sound general management practices so the region and Service Delivery operates effectively and efficiently and delivers agreed outputs to support achievement of MSD’s outcomes.

### People Leadership

* Create a sense of connection with the purpose and objectives for MSD and Service Delivery and provide a whole of organisation perspective that supports a collective view of shared goals, national and regional objectives and an open collaborative environment with high levels of interdependency.
* Build and maintain a high-performing team that engages and motivates to succeed and develop and can develop and delivering innovative advice and services to support MSD’s strategic direction.

## 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

* Current extensive knowledge of Service Delivery’s products and services from a management perspective
* Significant experience at a senior management level
* Sound knowledge of contemporary management methods
* Experience in strategic planning and change management
* Proven record in building and managing strong stakeholder relationships

## Attributes

* Strong partnership builder
* Exercises sound judgement and political sensitivity
* Highly effective communication skills
* Flexible, adaptable and pragmatic
* Strong client focus
* Establishes a high-performing culture
* Environmental and organisational awareness
* Effective organisational and planning skills
* Ability to influence others
* Effective negotiation skills
* Business acumen
* Excellent leadership skills
* Ability to build trust
* Effective relationship management skills
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

### Internal

* Leadership colleagues in Service Delivery and Client Service Delivery
* General Manager Client Service Delivery Operations
* Senior Executives in the Ministry
* Regional Leadership Group
* Regional staff

### External

* Leadership colleagues in Service Delivery and Client Service Delivery
* General Manager Client Service Delivery Operations
* Senior Executives MSD
* Regional Leadership Group
* Regional staff

## Other

### Delegations

* Financial - Yes
* Human Resources – Yes, level 3

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required.

In order to meet MSD’s operational needs and requirements, you may be asked to rotate to other region(s) in your capacity as Regional Commissioner or to lead special initiatives or projects on behalf of MSD.

**Position Description Updated:** June 2021