# Ministry of Social Development logo

# Products and Practice Specialist

# Youth Services, Client Service Support

## 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

To support the development, enhancement, and standardisation of training for Youth Service providers across New Zealand. This role focuses on ensuring Youth Service youth coaches and support personnel are equipped with the knowledge, tools, and capability to deliver high-quality services aligned with operational requirements, policy, procedures, and best practices.

The role will contribute to the continuous evolution of Youth Service training materials, with a focus on broadening the national training offering across induction, training modules, and targeted practice quality improvement.

### Location

National Office, Wellington

### Reports to

Programme Manager

## Key responsibilities

#### **Provider Training, Design and Development**

* Support the co-ordination of research into data, trends, reports, and the application of best practice, to inform the design and development of Youth Services training design across a range of channels.
* Support the development and refinement of standardised training packages that assist:
  + Youth Service administration and operational requirements for youth coaches
  + Key policy and procedural updates
  + Product and service knowledge relevant to Youth Service delivery
* Collaborate with subject matter experts to ensure training content is accurate, relevant, and fit for purpose.
* Collaborate across MSD to align Youth Service training design and development with wider organisation learning frameworks.
* Provide advice on implications of strategy, policy or design initiatives, identifying issues and risks from a business perspective that may impact on training and development.
* Support the design of training solutions through engagement with designers, reviewing and supplementing training materials, facilitator guides and lesson plans if necessary.
* Work with regional teams and Youth Service providers to plan and coordinate the delivery of training solutions.
* Facilitate and coordinate all aspects of training deployment, including preparation of all resources, delivery mode, technologies, room bookings and engagement with Youth Service providers and other stakeholders to ensure clarity around the purpose of this training.

#### **Training Delivery and Facilitation**

* Create, update, and facilitate the delivery of national and regional training sessions, workshops, and forums (virtual and in-person)
* Support the induction of new Youth Service providers and staff through a structured onboarding curriculum with specific aims and learning objectives
* Create, update, edit, and publish online learning modules to address evolving needs around practice quality and identified trends.

#### **Quality and Practice Support**

* Assist with identifying gaps or inconsistencies in provider knowledge and practice and tailor training solutions accordingly.
* Monitor and evaluate the effectiveness of training programs through feedback, data analysis, and continuous improvement practices.
* Contribute to and deliver the Youth Service learning, development and training plan to support continuous service improvement.

#### **Operational Contribution**

* Partner with internal teams (Policy, Operations, Learning and Continuous Improvement, and Practice Development) to align training with strategic objectives, policy direction and to ensure consistency and sharing of best practice.
* Provide input into national planning processes for Youth Service delivery.
* Support the capability development of Youth Service youth coaches by providing a range of opportunities to be orientated in their role and have clarity of the learning and development pathway.
* Use a variety of systems and tools to identify opportunities to support Youth Service providers to meet service performance standards.
* Deliver learning that addresses capability gaps and meets the learning needs of the service.
* Contribute to the development and ongoing review of the Youth Service learning development training plan.

### Relationship Management

* Proactively build positive relationships with employees, managers and colleagues to facilitate a supportive learning environment where best practice, success stories, resources and innovation are shared nationally.
* Cultivate a network of contacts and maintain open communication channels, working collaboratively to facilitate the sharing of information and initiatives that will enhance client outcomes.

## 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

* Up to date knowledge of local community and labour market issues, problems and opportunities in relation to issues facing youth within the motu
* Knowledge of youth engagement practices and operational delivery contexts
* Demonstrated ability to build and maintain strong relationships, including with external stakeholders
* Extensive knowledge and experience in the delivery of Service Delivery products, programmes and services, particularly in relation to case management and vacancy referrals
* Advanced planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively
* Aptitude for analytical enquiry and the ability to analyse data to extract meaning
* Excellent written and oral communication skills
* Prior experience in working with other government agencies, social service providers, community and Iwi or Māori organisations preferred.

## Attributes

* 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.
* A divergent thinker who demonstrates a commitment to continuous improvement and an open mind in terms of innovative thinking.
* Meticulous attention to detail; ability to achieve thoroughness and accuracy in all aspects of the role.
* Excellent written and verbal communication skills – able to communicate clearly and concisely across multiple channels, adapt communication style to the needs of the audience and understand and convey information between people.
* Interpersonal skills – ability to engage with people at all levels, demonstrate active listening skills and manage difficult conversations.
* Relationship management skills – the ability to connect areas of the business and people, and develop ongoing collaborative relationships, with a proven ability to develop trust and credibility
* Exercises sound judgement and discretion – can identify risks and issues, evaluate information and evidence and apply discretion to make sound decisions.

## Key relationships

### Internal

* National Manager Youth Services
* Youth Service Support Unit
* Regional managers and employees
* Other MSD business units

### External

* Rangatahi (young people)
* Family/whanau
* Education sector
* Youth Service providers
* Community groups and social services
* Local hapū, iwi and Māori communities
* Pasefika communities
* Non-government organisations
* Other government 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:** May 2025