# Disability Support Services and Ministry of Social Development, Te Manatū Whakahiato Ora

# Clinical Advisor

## 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

## Position detail

### Overview of position

The Clinical Advisor provides clinical leadership and guidance to ensure high-quality, safe, and person-centred disability support services.

This role also informs service development, workforce capability building, and provides clinical oversight and governance, while promoting equity and inclusion for disabled people and whānau across Aotearoa New Zealand.

The role provides strategic leadership and clinical advice to the General Manager, Quality Assurance & Improvement, and more broadly Disability Support Services (DSS).

The Clinical Advisor also has a pivotal role in supporting the stewardship and implementation of support services, across diverse care settings, including disabled people under the High and Complex Framework aligned with the Intellectual Disability (Compulsory Care and Rehabilitation) (IDCC&R) Act 2003 and related legislation.

The role contributes to our goal of driving better outcomes for disabled people by ensuring high-quality, evidence-based practices and informed decision-making, in supporting DSS to be an effective funder, commissioner and steward of disability support services.

### Location

National Office, Wellington

### Reports to

General Manager, Quality Assurance & Improvement

## Key responsibilities

### Strategic Leadership

* Provide clinical leadership and advice in the design, implementation, and continuous improvement of systems and processes for the resolution of quality related issues, ensuring alignment with disability rights, safeguarding principles, and regulatory obligations.
* Alongside the General Manager, support the direction and business planning activities across DSS business units, providing clinical expertise, strategic guidance and leadership across the core functions of commissioning, funding and stewardship.
* Ensure strong clinical leadership and guidance in the management and improvement of all DSS quality assurance and improvement initiatives, and the management and implementation of the High and Complex Framework, in accordance with all relevant legislation.
* Maintain and strengthen strategic relationships both internally and externally with key sector groups and government agency partners in the relevant priority areas of service delivery.
* Provide strategic advice to the General Manager and DSS Executive Leadership Team on key functional areas of expertise, including quality assurance and improvement, safeguarding, operational delivery, complex cases and issues resolution.
* Work across DSS to lead and ensure strong and appropriate linkages and clinical considerations are reflected in strengthening DSS within and between all DSS business groups.

### Quality Assurance and Improvement

* Provide guidance, input and recommendations into the development of a quality framework and standards, drawing upon clinical expertise and understanding of the needs of disabled people, and deep knowledge of the complexities across the health, disability and social services system.
* Promote a culture of openness and accountability, embedding learning from the review and analysis of complaints, incidents and related issues, into service design, risk management, and strategic decision-making.
* Ensure strong clinical oversight in the way quality assurance and improvement systems are developed with a view to using a strong evidence base to inform decision-making, including how we prioritise continuous improvement.
* Provide clinical guidance and analysis to support the Deputy Chief Executive, and the wider senior leadership team in the development of policy considerations, Cabinet papers and other reports, as required.
* Ensure specialist, clinical and strategic advice provided across DSS is embedded in the foundations reflected in Te Tiriti o Waitangi, the UNCRPD, and Enabling Good Lives principles.
* Provide interpretation of information and data, as required, to inform equitable outcomes and reduce inequalities experienced by disabled people and tāngata whaikaha Māori.
* Proactively keep up to date with national and international disability and health trends, evidence and keep abreast of emerging strategic thinking that could improve outcomes for disabled people and tāngata whaikaha Māori.

### High and Complex Framework

* Prepare a diversity of OIA responses, briefings and reports as required on issues under the jurisdiction of the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 and companion Acts.
* Act as a primary point of contact, in providing advice and oversight on complex client related situations, offering recommendations and strategies for suitable resolution, which may include case discussions with other agencies.
* Inform the development of internal and external training and guidance on operational policy and guidelines, as appropriate.
* Report on compliance issues, as required, with regards to international conventions, such as the Optional Protocol to the Convention Against Torture, and the United Nations Convention Rights of Children.
* Build the capability and knowledge of the High and Complex Framework across DSS with a particular focus on supporting the DSS Advisory Services, and the Quality Assurance and Improvement business units.

### Relationship Management

* Build and maintain collaborative and positive relationships across DSS and with wider MSD peers and colleagues.
* Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.
* Work proactively with partners in ways that are most likely to deliver tangible benefits for disabled people and tāngata whaikaha Māori.
* Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata whaikaha Māori, whānau and providers reflecting their concerns and aspirations.
* Partner with key stakeholders to ensure DSS work programmes reflect the Crown’s relationship with Māori and improve outcomes and equity in accordance with our Te Tiriti o Waitangi obligations.
* Maintain a strong interface and ongoing relationship with the Ministry of Health - Manatū Hauora including the Office of the Director of Mental Health.
* Collaborate with other agencies and organisations involved in cross-agency cases to facilitate effective outcomes.
* Network with counterparts, professionals, and experts to exchange knowledge, share best practices, and stay informed about advancements in best practice across disability and health service.
* Participate in the negotiation for Memoranda of Understanding with other agencies, as appropriate, across the diversity of care settings, to ensure optimal outcomes for disabled people being supported.
* Engage in interagency projects to provide the best outcome for care recipients and high and complex clients, through collaborative relationships and partnerships.

**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 management 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

* Relevant tertiary qualification with post graduate qualification, or similar experience.
* Registered health practitioner with a current Annual Practicing Certificate.
* Significant experience in a role providing clinical and regulatory advice within a New Zealand health practice e.g. psychology, allied health or nursing.
* Experience in producing and communicating specialist advice on complex health and related topics.
* Demonstrated ability to provide practical and technical insights that support equitable health outcomes for all.
* Deep knowledge and understanding of the clinical and legislative aspects of the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003.
* Sound knowledge and understanding of the New Zealand health and disability sector.
* Familiarity with locally and internationally accepted published guidance on clinical issues and relevant clinical pathways.
* A solid understanding of the Machinery of Government.
* An understanding of equity issues and Te Tiriti o Waitangi, and the implications of working in partnership to achieve improved outcomes for disabled people.

## Attributes

* Strong ability to inspire, influence and motivate people through the clear articulation of purpose and vision.
* Proven senior leadership skills, role modelled with a high commitment to integrity and accountability.
* Excellent relationship management and networking skills, and a builder of strong partnerships.
* Environmental and organisational awareness coupled with political savvy and sound judgement.
* Wide-ranging perspectives that contribute to excellent quality and evidence-informed decision-making.
* Proven credibility in delivering value add services, projects and programmes that improve business capability and performance.
* Take complex ideas/concepts and identify/turn these into practical actions, including early engagement, commitment and buy-in from relevant stakeholders.
* Excellent analytical and problem-solving skills, with an ability to identify and define problems and drive for early resolution.
* Highly effective communication skills both written and oral.
* Flexible, adaptable, and pragmatic, with a strong client focus.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* DSS Executive Leadership team
* DSS Taskforce
* MSD and DSS peers and colleagues
* Minister’s Office
* Quality Assurance & Improvement Team
* Director, DSS Advisory Services, and team
* FCS staff

### External

* Health New Zealand - Te Whatu Ora
* Ministry of Health - Manatū Hauora
* New Zealand Police
* Oranga Tamariki
* Department of Corrections
* Other government agencies and crown entities
* Disability community groups, Disabled People’s Organisations and tāngata whaikaha Māori rōpū
* Disability sector providers and representative groups
* Relevant iwi networks and Māori interest groups

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited ad-hoc travel may be required.

**Position Description Updated:** August 2025