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

# Principal Advisor, Advisory

## 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

The Principal Advisor role provides strategic, operational, technical and analytical support across Disability Support Services. This role contributes to, and helps shape, system-wide improvements will help improve outcomes for disabled people and their whanau.

This role provides advice to senior leaders across DSS, with a focus on the work of the business group.

### Location

Wellington

### Reports to

The Principal Advisor will report to the Director, Business Support, Disability Support Services. The role will also work closely with the Director, Disability Support Services leadership team, and the wider Disability Support Services business group.

## Key responsibilities

### Strategic Leadership

• Work with the Director Business Support and the wider team to contribute to the strategic direction and business planning activities of the Disability Support Services Group. Support wider strategic planning for the Ministry to ensure alignment with Government and Ministry priorities.

• Provide expert advice to the DSS leadership team on key issues and opportunities for the Disability Support Services Group.

• Work alongside other team members to lead and support improved workflow, systems, and processes to support the business unit to perform at a high level.

• Work across the Ministry to lead and ensure strong and appropriate linkages with and between programmes of work, including their implementation, planning, funding and monitoring.

• Ensure all work reflects the responsibilities of the Ministry to the priority of equity and meeting Te Tiriti o Waitangi obligations.

### Disability Support Services – Capability Uplift Programme

• Support the development of a business group work programme, providing critical thought leadership and technical expertise.

• Provide principal analyst-level expertise and advice on complex issues and opportunities for the Ministry of Social Development (MSD) and for the Disability Support Services business group. This includes relationship management, problem definition, options analysis, and other aspects of critical thinking.

• Implement and support Ministry-wide approaches that align with the principals of Enabling Good Lives and ensure the alignment of delivery with disability system transformation.

• Contribute to and facilitate major programmes of work that are led by the Disability Support Services business group, working with others to ensure the programmes of work are well planned and monitored.

• Represent MSD in inter-agency discussions and on inter-agency groups relating to organisational strategy matters, including connections with health sector agencies, education sector agencies and other agencies.

• Enhance the capability of others by providing coaching and mentoring and quality improvement advice to other team members during their day-to-day work.

• Support a culture of continuous improvement across the business group, supporting the Associate Deputy Chief Executive with information, tools, and resources to build a strong team and organisation, to achieve positive outcomes for those we support.

### Research, evaluation, and analysis

• Provide consistent analysis and advice to inform a programme of work that reflects the contribution of the Disability Support Services group to the overall work of the Ministry.

• Apply advanced system, strategic and critical thinking, clear and logical reasoning, and sound judgement to analyse evidence and issues.

• Develop innovative, practical, effective and durable analytical approaches, and research and evaluate solutions to achieve desired outcomes for disabled people and tāngata whaikaha Māori.

• Produce clear, accurate, well-reasoned and insightful written analysis to effectively communicate issues, options and recommendations.

• Coordinate engagement with other agencies, disabled people and tāngata whaikaha Māori organisations, service providers and other significant stakeholders to ensure the advice provided is practical and effective.

• Collaborate with disabled people and tāngata whaikaha Māori to develop a strategic view of medium and long-term issues that face disabled people and analyse these issues within a strategic and system context.

### Relationship Management

• Build and maintain collaborative and positive relationships across the Disability Support Services group, and the wider Ministry.

• Work closely with your peers to formulate collective and strategic advice and ensure it aligns with the strategic direction of the Ministry.

• Establish, maintain and contribute to sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.

• Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata Whaikaha Māori, whānau and providers to reflect their concerns and aspirations.

• Work proactively with partners in ways that are most likely to deliver tangible benefits for disabled people and tāngata whaikaha Māori.

• Partner with key stakeholders to ensure the work programme reflects the Crown’s relationship with Māori, improves outcomes and equity and reflects our Te Tiriti o Waitangi obligations.

### Risk Management

• Identify any business unit risk and ensure sound processes and systems are in place to mitigate those risks and minimise their impact.

• Ensure that appropriate risk management and monitoring strategies are in place as required.

• Keep the Associate Deputy Chief Executive informed of any risk issues that may impact on the success of MSD.

### Embedding accessibility

• Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## 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

• Relevant tertiary qualification and or equivalent experience.

• Strong experience in maintaining and fostering positive working relationships, including representing the business unit effectively in interagency or cross-ministry programmes, and in building the confidence of stakeholders.

• Proven experience in providing strategic, operational and analysis advice to organisational leadership teams.

• A deep understanding and experience in machinery of government and the public service with expertise in working across systems and agencies

• Sound knowledge and experience of the analytical tools used in government, and the best ways to apply them to support more equitable outcomes.

• Experience in working and exercising judgement in fast paced and dynamic environments

• Demonstrated experience in applying a range of research and evidence to solve complex problems, including the ability to develop new approaches and frameworks.

• Experience in applying critical thinking, political nous and using sound judgement to provide strategic advice.

• A high degree of proficiency in writing documents suited to a wide range of audiences.

• Successful experience in influencing and engaging stakeholders.

• Understanding of Te Tiriti o Waitangi principles.

## Attributes

* Strong influencing skills.
* Strong relationship and engagement skills.
* Excellent skills in critical thinking and problem solving skills.
* High level of organisational and environmental awareness.
* Strong mathematical and statistical analysis skills with a focus on quality and accuracy
* Strong problem solving and decision-making skills.
* Exercises sound judgement and political sensitivity.
* Excellent research, numerical, planning and organisational skills.
* Organisational and environmental awareness.
* Ability to think strategically with a view of future requirement.
* Highly effective communication skills.
* Flexible, adaptable and pragmatic.
* Strong client focus.
* Establishes a high-performing culture.
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected.

**Key relationships**

### Internal

* Executive Leadership Team
* Disability Support Services business group
* Group and team managers
* MSD kaimahi

### External

* Disability community partnership groups
* Disability support providers
* Office of the Health and Disability Commissioner
* Other Ministries, including Health, MSD and Education
* Health Quality & Safety Commission
* Office of the Ombudsman
* Other government agencies and key stakeholders

## 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:** October 2025