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

# Senior 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 Senior Advisor is involved in the design, development and implementation of work in the Quality Assurance and Improvement team. This is a key role in ensuring supporting DSS deliver high performance in quality outcomes across disability support services for disabled people.

Senior Advisors will operate at a senior level across all key accountabilities, and have responsibility for managing complex work, relationship management, representation of the work programme in different forums (internal and external) and taking a leadership and mentoring role with regard to the work programme and supporting more junior members of the team.

### Location

Various

### Reports to

Manager Quality Assurance

## Key responsibilities

* Lead and support the development of high-quality strategic advice and analysis.
* Lead work programmes on a broad range of issues to deliver government employment initiatives.
* Ensures rigorous standards of analysis and risk assessment are achieved.
* Provides proactive support to the team and keeps fully up to date and aware of issues and developments.
* Uses knowledge and expertise and experience to define and understand issues and to identify and anticipate needs. Translate thinking into practical actions.
* Prepares reports with recommendations.
* Have an overview of organisational issues and an understanding of the key imperatives of other agencies.
* Provide advice on implications of policies and strategies including trends, risks and developments, identifying significant issues that may impact on work programmes and delivery.
* Analyse and review all available information and recommend options for planning and implementation that meet strategic goals.
* Proactively deliver timely advice and highly professional support on prioritisation and resolution of issues
* Leverage lessons learned and collective experiences to adopt a focus on continuous improvement.
* Provide mentoring, support and guidance to other members of the team.
* Collaborate with internal teams and external partners to ensure a coordinated approach, alignment and best practice.
* Build sustainable relationships with a variety of stakeholders and ensure that all relevant stakeholders are kept informed.

## 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

* Relevant tertiary qualification or equivalent experience.
* Extensive understanding of the relevant environment and issues facing the Ministry and the Government
* Proven ability to work collaboratively and responsively in both government and non-government settings
* Focuses on seeking continuous improvement with a strong client focus
* Highly effective level of communication and influencing skills and demonstrated ability to build and maintain strong stakeholder networks and relationships
* Clear and articulate communicator demonstrated by high levels of written and verbal presentations
* A proven record of managing strategies and projects in a complex and demanding environment
* Well-developed report writing and communication skills with an ability to tailor approaches for diverse audiences.
* Experience in project management and change management in driving for results.
* Knowledge of data analysis and performance measurement to monitor the impact of activity and initiatives.
* Knowledge of relevant government legislative requirements that impact the activities of the team, DSS, and MSD.
* Proven ability to identify and deliver measurable improvement across quality assurance and/or quality improvements domains, aligned with the DSS strategic vision and intent.
* Skilled in identifying and managing risks, issues and mitigations, ensuring these are resolved or escalated as appropriate, in the spirit of no surprises.
* An understanding of the disability system in the Aotearoa New Zealand.
* An understanding of Te Tiriti o Waitangi and the implications of working in partnership to achieve improved outcomes, across a diversity of population group, maintaining cultural safety across quality systems.

## Attributes

* Ability to influence others without authority.
* Strong research, numerical, planning and organisational skills.
* Exercises sound judgement and political sensitivity.
* Proven ability to develop trust and credibility and handle confidential and privileged information sensitively.
* Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving.
* 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.
* Willingly shares knowledge and information with an openness to continuous improvement and a growth mindset.
* Flexible, adaptable and pragmatic.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Quality Assurance & Improvement team
* DSS Leadership team
* DSS clinical leads
* DSS Operational Delivery Team
* Other DSS and MSD business groups
* Counterparts and staff across MSD and DSS

### External

* Disability Support Service funded providers
* DSS contracted audit providers
* Contracted providers delivering quality assurance and improvement activities for DSS
* DSS facilitated Quality Forums
* New Zealand Disability Support Network
* Office of the Health and Disability Commission
* Ministry of Health – HealthCERT
* Disability community partnership groups
* Other government agencies and cross agency forums and governance groups involved in quality assurance and improvement

## 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:** July 2025