**Our purpose**

The purpose of the Independent Children’s Monitor (the Monitor) is to provide a credible view of the Oranga Tamariki System, highlighting areas that will drive continuous improvement and support improving outcomes for children and young people, particularly tamariki Māori and those with disabilities.

**How we do this**

The Monitor has oversight of the Oranga Tamariki system, and its work will reflect the broad spectrum of monitoring from compliance, to practice quality, through to outcomes. Monitoring each of these interrelated areas enables us to assess if outcomes are being achieved for tamariki (children) and rangatahi (youth). Our review, analysis and reporting functions drive improvement and give us the opportunity to provide accurate information to a range of audiences including Ministers, government agencies, iwi, non-government agencies, whānau and individuals on the performance of the System.

We strive to always work in a way that is child-centred, embeds te ao Māori, is insight-driven and builds on our reputation as a trusted and credible influencer.

**Our values**

Our values have been developed within the context of our work and reflect our principles of being child centred with a te ao Māori lens across all that we do. Our values are how we behave every day, with each other and with those we are working with.

**Kia Māia – Courageous:** We are brave, bold, capable, and confident.

**Kia Pono, Kia Tika – Trustworthy:** We are honest and genuine.

**Manaaki – Respectful:** We show respect and care for others.

**Kia Huritao – to be Reflective:** We are considered and reflective.

**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.

Being true to our commitment to te ao Māori requires us to prioritise engagement with iwi, and Māori organisations, reflect te ao Māori in our kawa and tikanga, as well as building overall internal cultural capability.

Cultural capability is a responsibility for us all. The organisation will support you to learn te reo Māori as well as provide opportunities to grow your cultural development to honour this commitment and responsibility.

**Position detail**

**Overview of position**

The Kaiaroturuki Mātāmua/Senior Monitors are the public face of the Monitor. They spend most of their time working in small groups conducting monitoring visits, interviews, and other monitoring activities. They work closely with the Data and Insights team to contribute to the regular cycle of reports that are the Monitor’s key output.

The Senior Monitor takes a lead role for site visits and other monitoring activities and are responsible for writing sharing back reports and follow-up actions. They have a responsibility to less experienced team members to provide professional support and guidance and will peer review and provide quality assurance of documentation, and will be supported and mentored themselves by Tumuaki Kaitohutohu/Principal Advisors

The Kaiaroturuki Mātāmua works in a way that reflects our commitment to a child-centred and te ao Māori focus, with particular regard for mana tamariki.

**Location**

Wellington, Auckland, Christchurch

**Reports to**

Kaiwhakahaere Ā-rohe – Regional Manager

**Key responsibilities**

**Monitoring**

* Understanding the team’s work programme, schedules, and responsibilities.
* Leading groups to plan and conduct monitoring visits and associated activities.
* Working with the Regional Manager to identify key stakeholders for each monitoring activity and considering options and approaches to each.
* Monitoring the Oranga Tamariki system including:
* assessing compliance with the Oranga Tamariki Act 1989, national care standards regulations, and other regulations and standards made under that Act
* assessing the quality and impacts of service delivery, service mix, service resourcing, and practice on the experience of tamariki, rangatahi alongside their whānau
* assessing outcomes for tamariki, rangatahi alongside their whānau who receive services or support through the Oranga Tamariki system, and changes in outcomes over time, with particular regard to tamariki and rangatahi Māori and their whānau.
* Recording all relevant information from monitoring activities appropriately and ensuring secure storage of information.
* Analysing the information gathered in monitoring visits, drafting documents, and leading sharing back hui.
* Participating in deep dive investigations.
* Contributing to other projects as required.

**Providing accurate and timely documentation**

* Ensuring notes from engagements are accurate and capture relevant information.
* Performing analysis of information, including participation in wananga, identifying key themes, insights, and patterns.
* Drafting and contributing to a range of documents including responses to enquiries as required.
* Undertaking peer review and quality assurance processes.

**Building capability**

* Working with the Performance, Policy and Practice team and Regional Manager to maintain and regularly review processes and practices to ensure they align with the intent of overarching frameworks and methodologies.
* Maintaining and building personal professional expertise and employing best practice methodologies.
* Participating in healthy self-management and wellbeing practices.
* Providing induction training and support to new kaimahi.
* Providing professional support and guidance to less experienced members of the monitoring team.

**Building trusting and professional relationships**

* Participating in opportunities to partner with other organisations and services to improve the function of the Monitor.
* Leading monitoring hui in a way that builds trust and lasting relationships with people the Monitor engage with.
* Confidently engaging with tamariki, rangatahi, whānau and caregivers, Māori, Pacific peoples, and communities.
* Maintaining the balance of strong affiliative, respectful relationships without compromising professional boundaries.

**Embedding child-centred practice**

* Building knowledge, experience, and capability in child-centered practice to confidently engage with tamariki and their whanau, including children with disabilities.
* Understanding the importance of child-centered practice and supporting the Monitor to embed children’s participation and the voice of tamariki into all aspects of the Monitor’s work.

**Embedding Te Ao Māori**

* Building knowledge, experience, capability and understanding of tikanga Māori and te reo to confidently engage with whānau, hapū and iwi.
* Embedding te ao Māori into the status quo of the Monitor.
* Seeking advice and using empathy and judgement to adapt to the context and circumstances.
* Learning about and respecting cultural similarities and differences and appreciating diversity.

**Health, Safety and Security**

* Understanding and implementing Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensuring all health, safety and security and wellbeing policies and procedures are understood, followed, and implemented.

**Emergency Management and Business Continuity**

* Remaining familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact the Monitor.
* Participating in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

**Other duties as required** such as special project work or attending external events.

**Know-how**

Interview and engagement techniques – expertise with appropriate interview techniques and tools to help understand a range of people’s experiences and outcomes.

Relationship management – previous experience of successfully making meaningful connections with a wide range of people and organisations, one-on-one and collectively, and build lasting professional relationships.

Writing skills – proven ability to write clearly and, concisely and in a timely way

Analytical ability – experience of considering a range of information to support good analysis.

Child focus – good knowledge of child development and/or the child protection system in New Zealand; or transferable skills and experience of working with children and young people.

Cultural competency – experience of working effectively with Māori, Pasifika and other cultures.

Legislation and statutory obligations – proven ability to build knowledge of relevant statutory and public service processes.

Group facilitation –experience of successfully facilitating groups and an understanding of group dynamics.

Tertiary qualification in a relevant discipline with a professional practice background such as social work, teaching, psychology, medicine/nursing, legal etc. or evidence of equivalent relevant experience.

**Attributes**

* Relational
* Resilient
* Growth mindset
* Respectful
* Trustworthy

**Key Relationships**

**Internal**

* Independent Children’s Monitor colleagues
* Ministry of Social Development colleagues

**External**

* Oranga Tamariki site employees
* NGO provider employees
* Office of the Children’s Commissioner employees
* Māori provider employees
* Other government agency colleagues
* Hapu, iwi, whānau, rangatahi (youth), tamariki (children) and families
* Foster parents and caregivers

**Other**

**Delegations**

Financial – No

Human Resources – No

People – No

**Direct reports** – No

**Security clearance** – No

**Children’s worker** – Yes – non-core

Ability to travel regularly.

May require after-hours work.

Full drivers’ licence