

**Advisor, Disability Information and Formats**

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## About Ministry of Disabled People - Whaikaha

### Our Purpose

At Whaikaha, we want an Aotearoa New Zealand where disabled people and tāngata whaikaha Māori are thriving.

We work with Deaf, disabled people, tāngata whaikaha Māori and Turi Māori, their families, whānau and communities, to drive real and meaningful change.

We can achieve more impact by working with others, so collaboration and relationship building across central and local government, businesses, iwi and hapū, is key.

### Our working environment

Our team reflects the communities that we serve, and this is a strength we draw on in our everyday work. We care about the wellbeing and success of our people and seek to provide a supportive and inclusive working environment. We are committed to meeting the accessibility needs of our people through reasonable accommodations.

### Working in the Public Service

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 both the current Government and successive governments to develop and implement their policies, as well as supporting the government’s relationships with Māori under the Treaty of Waitangi.

### Te Tiriti o Waitangi

Te Tiriti o Waitangi (the Treaty of Waitangi) underpins our work and we are committed to giving effect to Te Tiriti through kāwanatanga, rangatiratanga, and ōritetanga. Whaikaha values and supports the voices of tāngata whaikaha Māori, Turi Māori and recognises them in the context of their whānau, hapū and iwi.  Our team works alongside tāngata whaikaha Māori, Turi Māori, whānau, hapū, iwi and communities to affirm their aspirations and work together to give effect to Te Tiriti.

## Your place in Whaikaha

The Advisor, Disability Information and Formats reports to the Manager, Operations and Delivery within the Strategy and Enablement Business Group.

## About the role

The Advisor, Disability Information and Formats enhances the accessibility of government services by ensuring that all governmental documentation is available in formats accessible to the disabled community. This role is responsible for coordinating translations with various stakeholders, managing project delivery, and maintaining quality assurance processes.

This role will also contribute to the Ministry’s work to provide an integrated source of government information for disabled people.

## How you will contribute

#### Advisory and guidance

* Provide innovative and purposeful advice and analysis on a range of contexts, focusing on solving problems and achieving outcomes.
* Think, plan and contribute strategically, engage in the vision of Whaikaha and position Whaikaha to meet current and future needs.
* Contribute to the development of strategy, work programme and frameworks for the group.
* Maintain up to date knowledge of the disability sector and understand the issues affecting disabled people.
* Contribute to the effective implementation of key pieces of work in a collaborate way across Whaikaha.
* Provide support for projects as and when required.
* Represent the Alternate Formats team in discussions and meetings with stakeholders to advocate for continuous improvement in accessibility.

#### Implementation

* Contribute to the implementation and maintenance of initiatives that achieve the strategic direction of the Alternate Formats Programme.
* Support the co-ordination of research into trends, technological developments and best practice, to aid strategic direction, design and development.
* Use appropriate resources and techniques to source, research, and report on relevant information.
* Ensure information about the Alternate Formats and Disability Information Programmes are up to date and accessible to all communities.
* Provide advice and clarification to government agencies on ways to promote the development of information in alternate formats and plain language.
* Plan and contribute to evolving alternate formats and service delivery approaches to better meet diverse needs, ensuring accessibility and inclusivity are at the forefront.

#### Programme Planning and Delivery

* Monitor and report on processes to ensure programmes remain in line with the strategic direction of Whaikaha.
* Support programme planning and scheduling, ensuring that projects are executed within the timelines and meet expected outcomes.
* Participate in the active integration and inter-dependency management for all the work streams in progress ensuring the programme of work is maintained.
* Provide quality assurance of Alternate Format Documentation, ensuring all materials meet required standards and are accessible to the disabled community.
* Produce and interpret information required to meet regular and ad hoc reporting requirements.
* Supports the delivery of projects or work activities as assigned by the Manager, Operations and Delivery or their nominated delegate.

#### Relationship Management

* Build and maintain collaborative and positive relationships across Whaikaha.
* 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, tāngata whaikaha Māori and their whānau.
* 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 the work programme reflects the Crown’s relationship with Māori and improves outcomes and equity and reflects our Te Tiriti obligations.
* Develop effective working relationships with Whaikaha kaimahi and Alternate Formats providers to transfer knowledge and learning from the team to the wider disability community.

#### Risk Management

* Identify any organisational risks and take action and or seek support to minimise their impact.
* Keep your manager informed of any risk issues that may impact on the success of Whaikaha.

#### 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

* Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti) into the way we do things at Whaikaha.
* Continuously build more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

#### Contribute to our team - Whaikaha team player

* Champion and contribute to a safe, respectful and accessible workplace culture. Embrace your role as a good Whaikaha team player by showing genuine care for each other, our mahi and the disabled community we serve.
* Take personal responsibility for the wellbeing, health and safety of yourself and others. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Stay informed about emergency management and business continuity plans relevant to your business unit and team. Understanding these plans will help you respond appropriately in critical situations.
* Familiarise yourself and comply with all Whaikaha policies, procedures, and guidelines.
* Perform other duties as may be reasonably required from time to time.

## What you will bring

We are committed to building and maintaining a diverse, inclusive and accessible workplace. While this section contains guidance as to the potential requirements for the role, it is not determinative or a complete list. We value the unique skills, strengths, perspectives and experiences that a diverse range of people may bring and will work with our people to make any reasonable accommodations needed to ensure they have a work arrangement suited to their specific needs.

To undertake this role successfully the incumbent will:

* Be a disabled person, tāngata whaikaha Māori, or have lived experience as whānau, or be able to establish credibility and trust with the disability community, as well as having empathy and a deep understanding of the unique and diverse experiences of disabled people.

#### Qualifications, experience and knowledge

* Relevant tertiary qualification and or equivalent experience, this may include lived experience examples.
* Experience providing advisory level advice in an organisation, this may include lived experience examples.
* Experience and knowledge of current developments, trends and research in the disability sector, as well as the services and supports available.
* Experience and knowledge of accessibility technologies, standards, and best practices.
* Familiarity with, or a willingness to learn about accessible information including Plain Language, NZSL, Braille, Audio and Large Print.
* Proven experience coordinating complex programs or projects, preferably within a government or accessibility focused environment.
* Ability to work collaboratively and responsively in both government and non-government settings.
* Experience and knowledge of identifying key challenges, explaining issues and developing innovative solutions.
* Good understanding of information management techniques.
* Some experience or working towards providing operational advice to others, this can include lived experience.
* Advanced proficiency in Microsoft Office suite (Word, Excel, Teams) and other relevant project management tools.
* Understanding of Te Tiriti.

## Who you will be working with

#### Internal

* Operations and Delivery Team
* Senior Leaders
* Whaikaha kaimahi

#### External

* Other government agencies and departments as appropriate
* Non-Government Organisations/Community Organisations
* Disabled People’s Organisations
* Translation providers

## Delegations

The following delegations apply to this position:

* People and Culture – N/A
* Financial – N/A

**Position Description** **Updated:** September 2025