

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Assessor
Group:	Policy and Organisational Strategy
Reports to:	Team Leader Customer Information Requests
Location:	Manawatu
Direct Reports:	No
Budget:	No

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

The Oranga Tamariki way

We're introducing a new way of doing things. A way of looking at the world that guides everything we do:



Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish.
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

POSITION PURPOSE

The purpose of this role is to apply legislation to requests from customers, provide information that meets the customer demand and is in compliance with the Privacy and Official Information Acts. The Assessor works as part of an integrated Customer Information Requests.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Receiving and Processing POI Requests	<ul style="list-style-type: none"> - Respond to requests for information made pursuant to the Privacy Act and Official Information Act within legal timeframes - Analyse information by reading customer files, both electronic and on paper, in compliance with privacy principles and the provisions of the relevant legislation - Make clear decisions based on logical analysis using a risk based approach - Develop and maintain knowledge of policy, legislation and the environment relevant to Customer Information Requests work - Work to set priorities - Seek advice as required.
Relationship Management	<ul style="list-style-type: none"> - Communicate with customers when required. - Communicate with social workers when required. - Communicate with other agencies requiring information held in files.
Support Improvement for Customers	<ul style="list-style-type: none"> - Identify opportunities for improvement by: <ul style="list-style-type: none"> ▪ Capturing data and evidence; ▪ Participating in performance meetings and structured learning ▪ Raising issues impacting performance with Team Leader as they arise ▪ Talking to customers.
Engage in Learning Environment	<ul style="list-style-type: none"> - Work towards set expectations - Ask for help when needed - Actively participate in structured learning and improvement work - Engage in one to one coaching - Take responsibility for own learning.
Team Work and Supervision	<ul style="list-style-type: none"> - Develop an understanding of the Customer Information Requests functions and their relationships within the context of Ministerial and Executive Services (MaES), the Ministry and the public sector environment - Support the team to carry out its work - Actively participate in the team and Ministry activities.

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| Planning and Organising | <ul style="list-style-type: none">- Manage yourself so that priority tasks are achieved- Work with a methodical and systematic approach to develop effective action plans to achieve objectives- Review and adjust priorities as circumstances change- Track progress against job expectations to build capability according to your own learning. |
| Customer Focus | <ul style="list-style-type: none">- Understand the customer's demand by talking to customers and other stakeholders- Take customer requests and answer queries on POI team phone line when required- Provide support to customers as required. |
| Being part of the Oranga Tamariki team | <ul style="list-style-type: none">- Actively and positively participate as a member of the team.- Proactively look for opportunities to improve Oranga Tamariki's operations.- From time to time, you may be required to perform other reasonable duties as requested by your manager.- Comply with and support all health and safety policies, guidelines and initiatives.- Ensure all incidents, injuries and near misses are reported into our H&S reporting tool.- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known.- Adhere to all Oranga Tamariki's procedures, policies, guidelines, and standards of integrity and conduct.- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work. |
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KEY RELATIONSHIPS

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| Internal | <ul style="list-style-type: none">- Public Ministerial and Executive Services teams- Legal Services- Site Managers and Social Workers- Ombudsman and Privacy Act Complaints team- Other Ministry staff |
| External | <ul style="list-style-type: none">- Oranga Tamariki customers- Lawyers and Advocates- Office of the Privacy Commissioner- Office of the Ombudsman- Other government agencies |

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A relevant tertiary qualification or equivalent relevant work experience is desirable.
Experience	<ul style="list-style-type: none"> - Working knowledge and experience of using the Privacy and Official Information Acts - Demonstrated experience using a customer focussed approach - Demonstrated ability to work in collaborative peer and other stakeholder relationships - Knowledge of records management systems - Understanding of the structure of relevant statutes, rules and regulations, particularly the Vulnerable Children's Act - Experience with risk assessment or dealing with issues and identifying solutions.
Skills	<ul style="list-style-type: none"> - Ability to manage sensitive and confidential information in an appropriate manner - Excellent attention to detail - Ability to read and assess large volumes of information - Effective organisation, planning and time management skills - Ability to make clear decisions based on logical analysis - Understanding of OT customer needs and priorities - Sensitivity, understanding and respect for Māori, Pacific Peoples and other cultures - Good knowledge and experience working with standard office software products e.g. Word, Excel - Exercises sound judgement and political sensitivity - Commitment towards positive outcomes for children, young people and their families - Commitment to a welcoming, productive climate, good morale and co-operation within and between teams - Strong relationship management skills – able to develop effective working relationships and establish rapport with all relevant stakeholders - Excellent interpersonal skills – able to communicate clearly in a variety of media - Proficiency in the English language - Ability to read and interpret Legislation.