

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Caregiver Training Manager
Group:	Care Services
Reports to:	General Manager Caregiver Recruitment & Support
Location:	As specified
Direct Reports:	No
Budget:	Yes

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is 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 Caregiver Recruitment & Support (CGRS) team is part of the Care Services team. We are responsible for supporting Oranga Tamariki to provide stable loving homes for tamariki. We embrace the principles of mana tamaiti, whakapapa and whanaungatanga. We put caregivers at the centre of everything we do. We are entirely committed to delivering excellence in the caregiver journey.

The purpose of this role is to develop the national caregiver training programme strategy that aligns with the organisation's vision, priorities and relevant legislation and by working in collaboration with teams and partners to gain the best outcomes for caregivers. A key aspect of this role is to oversee the implementation of the national caregiver training programme strategy and the assessment of the agreed outcome by leading and managing the design, delivery, evaluation, and review of effective learning services for Oranga Tamariki caregivers.

You will drive suitable training initiatives to meet overall and individual training and development needs for caregivers.

This role is part of the CGRS Leadership Team.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Strategy and Leadership	<ul style="list-style-type: none">- Develop and implement the national caregiver training programme strategy for caregivers that gives direction and purpose to delivering exceptional outcomes to caregivers that aligns with the organisations vision, priorities and relevant legislation and is developed in collaboration with teams and partners.- The strategy will need to ensure that advice, expertise and experience in programme design and delivery is integrated into the organisation's planning and development processes for caregiver support.- Actively participate in, and contribute to, the development of our strategic direction, by identifying and addressing future and current caregiver training needs; in order to achieve success for our caregivers- Contribute to the development of national operating plans and develop and implement regional plans to reflect caregiver priorities.- Take collective responsibility as a CGRS Leadership team to ensure we support each other in achieving exceptional outcomes across the CGRS team and for caregivers.
Learning programmes	<ul style="list-style-type: none">- Provide expert advice and services to identify and deploy a range of appropriate and effective learning solutions for caregivers including services that:<ul style="list-style-type: none">o Provide access to, and supported use of a range of resources to ensure caregiver development, growth and support.o Enable collaborative working and learning opportunities

Key Result area	Key Accountabilities
	<p>offered through a range of learning channels, which may include virtual learning forums, the building of learning networks, communities and learning spaces.</p> <ul style="list-style-type: none"> ○ Find appropriate learning solutions where capability needs are identified. ○ Acknowledge, include and manage the training and development services provided by external providers including NGOs ○ Ensure design and delivery is congruent with the organisation’s business priorities, strategy, policy and planning ○ Ensure quality and value for money factors are met with internal and external providers of training and learning materials ○ Ensure that activities comply with all relevant legislation and ethical and industry standards. ○ Put in place robust processes to review the effectiveness of the training programme for caregivers. ○ Take opportunities for continuous improvement where appropriate. <ul style="list-style-type: none"> - Lead and manage the design and delivery services to ensure the effective transition to and maintenance of, a balanced and mature learning model that is caregiver centred and appropriate.
Management of Resources	<ul style="list-style-type: none"> - Manage resources, in line with applicable policies and procedures (budget and content), in the design and delivery of core and customised learning and capability development services for Oranga Tamariki caregivers across all regions. Ensure collaborative working across the organisation, and successfully develop and manage relationships with L&CD and Oranga Tamariki managers and staff to ensure to effective delivery of learning services and the most efficient use of shared resources, to get caregivers best trained to meet their specific needs and those of Oranga Tamariki. - Lead performance support and learning needs analysis process for Oranga Tamariki caregivers and report on outcomes, including evaluations. Provide reports and information as requested and meet all quality assurance requirements. - Manage contracted design and learning services, and providers of these, to ensure they deliver the contracted services within the agreed timeframes, budget and quality - Monitor and provide advice on national and international trends and developments as they relate to design, techniques and methods of delivery, incorporating evidence informed models.
Future development	<ul style="list-style-type: none"> - Identify future based learning and development methods that support Oranga Tamariki caregivers including the development of individualised and on line learning programmes for caregivers. - Critically assess and contribute to the continual improvement of

Key Result area	Key Accountabilities
	services, solutions, resources and materials for caregivers
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 the operations of Oranga Tamariki - 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 procedures, policies, guidelines, and standards of integrity and conduct - Commitment to the Treaty of Waitangi and respect and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - Caregivers - Caregiver social workers - CGRSM and teams - Learning and Capability Development staff - Regional and site managers - Communications Services - Oranga Tamariki staff
External	<ul style="list-style-type: none"> - Training Managers and other caregiver support providers - External providers of learning and development programmes - Other learning and development and design practitioners and professional bodies in public and private sector organisations.

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A relevant qualification in adult education, learning and development or extensive demonstrated experience and knowledge in adult learning or education in the context of a community based service, social service or allied field - A clean, current driver's licence is essential.
Other requirements	<ul style="list-style-type: none"> - Willingness to travel within New Zealand to fulfil the requirements of the role
Knowledge and experience	<ul style="list-style-type: none"> - Proven leadership and management experience in a learning and capability development or similar role, in a medium to large sized

organisation.

- Demonstrated experience in developing, designing and implementing successful learning, training and development strategies and plans
- Demonstrated experience in developing and managing strategies and processes that engage and support new policy and initiatives through learning and development. This will include the application of new technologies (e.g. e-learning) that can enhance the delivery of learning and development throughout the organisation
- Demonstrated experience within the education industry, including high level liaison and engagement with tertiary providers
- Demonstrated experience in complex politically sensitive environments
- Demonstrated ability to work in collaborative, peer and other stakeholder relationships to achieve successful outcomes for learners.

Skills and behaviours

- Customer centricity
- Excellent verbal, written, presentation and interpersonal communication skills
- Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
- Strengths-based leadership, with the ability to collaborate with others, across the spectrum of departmental functions, to achieve mutually agreed goals
- Highly developed stakeholder engagement and relationship management
- Continually shares the organisation's vision with others and creates a sense of energy, enthusiasm and inspiration in others
- Is innovative and actively seeks out ways of doing things differently by looking across and outside the organisation, and explores the benefits of developments to service
- Considers all options when making budget decisions and the wider impact, particularly on people and service delivery
- Ability to focus on strategic as well as operational issues
- Commitment towards positive outcomes for children, young people and their families
- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture
- Ability to influence action in areas for which they have responsibility but not line management authority
- Ability to create and promote a supportive culture and open communication
- Commitment to ensuring best practice customer service delivery to the organisation

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- A bias for action, doing things proactively and an ability to anticipate situations, create opportunities or avoid problems
 - Ability to translate complex Acts and ideas into a language that can be understood by a wide range of people.
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POSITION COMPETENCIES

Competency	Description of success profile behaviour
<p>Service Delivery</p> <p>The ability and desire to focus attention on meeting the needs of all clients of Oranga Tamariki and to ensure service delivery standards are met or exceeded</p>	<ul style="list-style-type: none"> - Works to exceed client expectations - Contributes to the development and implementation of a client-focused strategy - Monitors client satisfaction; monitors service standards and implements cost-effective ways to improve service quality - Identifies potential setbacks or obstacles to meeting clients' needs - Improves others' ability to meet client needs across a region.
<p>Continuous Improvement</p> <p>The ability to review, develop and improve systems, processes and services in order to maximise organisational performance and support the achievement of the organisation's strategic goals. This includes the ability to lead and drive change and to support others through change processes.</p>	<ul style="list-style-type: none"> - Demonstrates ongoing enthusiasm and drive for continuous improvement - Explores beyond present work boundaries in search of opportunities - Shows an ability to use formal principles for proactively seeking and developing changes which have widespread benefit - Coaches, encourages and inspires others to seek improvements to operations - Helps others to see the difference between "what is" and "what could be" - Positively welcomes and initiates change, and champions change processes - Ensures clear communication of change and the reasons behind change.
<p>Leadership</p> <p>The ability to inspire and communicate a compelling vision which generates enthusiasm and commitment to the organisation's goals</p>	<ul style="list-style-type: none"> - Demonstrates the organisation's vision - Values principles and strategic goals - Demonstrates the ability to maintain a work environment which people find supportive and stimulating - Keeps the team focused on the desired outcomes.
<p>People Management</p> <p>The ability and desire to create and maintain an environment in which each person has a clear sense of direction and is committed to achieving objectives. This includes motivating and developing individuals in order to maximise their potential and to facilitate a high-performing team.</p>	<ul style="list-style-type: none"> - Manages individual performance and effectively delegates responsibilities to team members - Sets clear expectations; recognises and rewards individuals where appropriate - Tailors leadership style in order to meet individual needs - Facilitates coaching of individuals in order to build their capabilities now and in the future; maximises opportunities for others to learn and develop across service areas.

Competency	Description of success profile behaviour
<p>Cultural Responsiveness</p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity.</p>	<ul style="list-style-type: none"> - Demonstrates an understanding of the key concepts embodied within the Treaty of Waitangi and their application to Oranga Tamariki - Understands the social, ethnic and behavioural characteristics of those from different cultural backgrounds and is able to translate that knowledge into work practices and delivery of services - Collaborates with different cultural communities regarding service delivery and demonstrates a willingness to work together; demonstrates that cultural responsiveness is valued, clearly defined, understood and applied within Oranga Tamariki.
<p>Stakeholder Engagement</p> <p>The ability to build and maintain effective working relationships with key stakeholders in order to enhance understanding and co-operation to achieve desired results.</p>	<ul style="list-style-type: none"> - Proactively builds networks and positive working relationships with key stakeholders and service providers in order to maximise the effectiveness of services, promote synergy in and across service provision, and to eliminate any duplication of services - Identifies and acts on opportunities to partner with stakeholders and other parties to champion initiatives that achieve positive outcomes for the client, Oranga Tamariki and Government.
<p>Team Orientation</p> <p>Teamwork is working collaboratively with others and actively committing to be part of the team. It involves developing trust between team members and following through on commitments made to the team.</p>	<ul style="list-style-type: none"> - Values and acknowledges the input and expertise which others in the organisation can provide; facilitates collaboration across different teams - Seeks to actively promote a positive team atmosphere by understanding issues from other people's perspectives.
<p>Business Acumen</p> <p>The ability to apply sound general management practices to ensure the business operates effectively and efficiently and delivers agreed outputs to contribute to priority outcomes.</p>	<ul style="list-style-type: none"> - Shows an ability to understand, monitor and take appropriate action regarding resource management following guidelines - Monitors and manages budget effectively - Negotiates for resource allocation - Understands the impact of one's actions on the service plan; identifies and predicts potential risks.
<p>Strategic Focus</p> <p>The ability to stand apart from day-to-day activities and take a broad or long-term perspective. This includes the ability to define a future view of the organisation and to identify broader strategic and conceptual issues for</p>	<ul style="list-style-type: none"> - Is aware of and understands the aims, values and strategy of Oranga Tamariki, and ensures own region or sphere of influence has plans that are in line with the strategic objectives - Is actively involved in the strategic planning process; understands key factors such as political issues.

Competency	Description of success profile behaviour
planning and decision making.	
<p>Results Orientation</p> <p>The ability and desire to achieve effective results, and work towards or exceed an agreed goal.</p>	<ul style="list-style-type: none"> - Sets challenging and achievable targets - Demonstrates an ability to act independently and responsibly to reach targets - Succeeds in encouraging others to set and achieve high standards - Achieves outstanding results through sustained actions over time in the face of obstacles - Ensures actions provide long-term sustainable benefit to the organisation.
<p>Impact and Influence</p> <p>The ability to seek and gain mutual understanding in a variety of situations in order to develop effective relationships and to influence favourable outcomes for the organisation.</p>	<ul style="list-style-type: none"> - Uses a variety of means for influencing others; shows an ability to recognise the dynamics of different situations - Quickly establishes positive communication links with external parties - Anticipates how others will react to different situations and attempts to tailor the approach effectively - Can convince others and gain agreement.

Desirable competencies

Competency	Description of success profile behaviour
<p>Problem Solving</p> <p>The ability to apply an objective, logical and systematic approach to understand an issue or problem and to make a decision or to develop a recommendation or solution.</p>	<ul style="list-style-type: none"> - Breaks down a complex situation into manageable parts in a systematic way - Identifies the key factors in a situation; recognises several likely causes of events, or several consequences of action - Uses analytical techniques to consider a range of options, the consequences of each and their relative merit - Fosters a joint problem solving approach.
<p>Strategic Focus</p> <p>The ability to stand apart from day-to-day activities and take a broad or long-term perspective. This includes the ability to define a future view of the organisation and to identify broader strategic and conceptual issues for planning and decision making</p>	<ul style="list-style-type: none"> - Is aware of and understands the aims of Oranga Tamariki - Values and strategy and ensures own region or sphere of influence has plans that are in line with the strategic objectives - Is actively involved in the strategic planning process - Understands key factors such as political issues.

Competency	Description of success profile behaviour
<p>Public Service Context</p> <p>Understands the principles and conventions of government and the constitutional, legal and politically neutral framework in which one works in the Public Service. This includes recognising the impact of future environmental, economic, and social developments and trends on public sector policies, processes and methods.</p>	<ul style="list-style-type: none"> - Understands and adheres to current government policies and practices, recognising what the organisation is doing and why - Demonstrates sensitivity to the relationships between key players in the public service - Is able to see one's own organisation from different perspectives.
<p>Integrity</p> <p>The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner. This also includes operating with credibility in any situation.</p>	<ul style="list-style-type: none"> - Sets and adheres to personal and organisational ethical standards - Handles occasional ethical dilemmas - Regularly self-assesses personal behaviours and performance.