

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Manager Quality
Group:	Partnering for Outcomes
Reports to:	General Manager Commissioning and Market Building
Location:	National Office Wellington
Direct Reports:	Yes
Budget:	Yes

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've introduced 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.
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POSITION PURPOSE

Our desired future is one where we understand the quality of the work we do and the impact it has on the tamariki and whānau we work with. We regularly monitor to improve the services we provide and outcomes we achieve for tamariki and their whānau.

The role of the Quality Systems function is to support Oranga Tamariki in achieving its outcomes by providing processes, tools and analysis to support continuous improvement in its services for tamariki and their whānau.

The purpose of the Manager Quality position is to provide expert advice on the establishment of quality functions within Oranga Tamariki. The manager will work closely with other Managers and stakeholders to deliver high quality intelligence on the strengths and improvement opportunities in current services, and make recommendations for change to enhance the experience of tamariki and whānau receiving the services.

The incumbent will establish, maintain and support quality assurance processes across the country. They will work with staff and partners to support and influence a culture of continuous improvement that provides better outcomes for children.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Quality Assurance and improvement	<ul style="list-style-type: none"> – Implement and promote quality assurance functions – Evaluate the quality of practice for tamariki and their whānau to identify areas of strengths and improvement, and any systemic barriers to quality practice – Support teams to enable them to meet their assurance obligations and provide guidance on complex issues – Monitor adherence to the Oranga Tamariki Act and other core legislative requirements – Provide tools, resources and advice to support partners in the delivery of improved quality of practice. – Contribute to the redesign of systems and processes to assess the quality of services.
Culture of quality	<ul style="list-style-type: none"> – Contribute to a sustainable culture of quality improvement – Promote the quality approach to ensure a widespread awareness, understanding and commitment to a quality improvement culture at all levels – Support the communication and dissemination of these approaches throughout the organisation, including providing specialist advice.
Leadership and management	<ul style="list-style-type: none"> – Ensure a strong focus on outcomes for all children, especially Māori tamariki and rangatahi, in the work of Quality Assurance – Manage the structure of the team including the selection and recruitment of direct reports, and the determination of

Key Result area	Key Accountabilities
	<p>responsibilities and performance standards</p> <ul style="list-style-type: none"> – Model desired organisational culture and values through own behaviour – Lead your people and engage with others in ways that help us navigate the future – Identify, coach and develop high performing people and teams – Deliver results by making things happen with and through others – Lead in a public service context, contributing to a better New Zealand – Demonstrate leadership characteristics such as honesty, courage, curiosity, resilience, self-awareness and agility – Understand and implement your manager Health, Safety and Security accountabilities – Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.
Cultural competence	<ul style="list-style-type: none"> – Ensure the principles of mana tamaiti, whakapapa and whanaungatanga are embedded in the work – Demonstrate commitment to understanding and delivering to our Māori cultural framework.
Risk management	<ul style="list-style-type: none"> – Identify any organisational risks and take action to minimise their impact – Effectively manage risks within the team and establish and contribute to the maintenance of a risk management framework – Escalate risks and propose appropriate action where necessary – Manage within cost centre budget.
Being part of the Oranga Tamariki team	<ul style="list-style-type: none"> – Actively and positively participate as a member of the team and contribute to a positive team culture that enables the high performance of the immediate team and organisation – 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 – Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - Partnering for Outcomes Managers - Quality Systems team - Safety of Children in Care Unit - Practice team - Oranga Tamariki staff
External	<ul style="list-style-type: none"> - Key Government agencies including the Ministry of Social Development, NZ Police, Ministry of Education and Ministry of Health - External bodies involved with independent review of Oranga Tamariki (such as the Office of the Children's Commissioner) - Accreditation and registration bodies, including the Social Worker Registration Board - Care providers

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - Relevant tertiary qualification is required or equivalent relevant experience.
Other requirements	<ul style="list-style-type: none"> - Willingness to travel within New Zealand to fulfil the requirements of the role.
Experience	<ul style="list-style-type: none"> - Demonstrated understanding of and experience in quality frameworks and methodologies - Demonstrated background in leadership roles with a particular focus on enhancing the quality of services - Knowledge and/or experience of contemporary issues in social services delivery - Understanding of large organisation dynamics including geographically distributed staff - Experience in a public sector organisation in a role requiring consultation, communication and relationship management skills.
Skills	<ul style="list-style-type: none"> - Strong child centred perspective and an enduring focus on improving outcomes for New Zealand's most vulnerable children - Ability to influence, negotiate and persuade across group and service boundaries to achieve desired outcomes - Proven relationship management experience, engagement and influencing, and networking skills, including the ability to establish and maintain effective working relationships across all levels of an organisation, and externally - Highly developed time management skills, including the ability to manage conflicting and concurrent activities; and meet tight timeframes

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- Advanced written and oral communication skills and demonstrated ability to convey information and ideas clearly and accurately, in a way that meets the needs of the audience
 - Ability to manage a team of specialised individuals with excellent analytical and problem solving skills
 - Commitment to culturally responsive services and practices for Māori, Pacific people and other cultures.
 - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.
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