

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Programme Manager – Professional Development
Group:	Youth Justice Services
Reports to:	Director Youth Justice Transformation
Location:	National Office, Wellington
Direct Reports:	Yes
Budget:	TBC

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 lead a team of professional development and therapeutic programme staff and contractors to deliver agreed pieces of work, to promote and deploy effective project management practice and to ensure delivery of projects within agreed timeframes, budget and quality measures. The Programme Manager - Professional Development (Programme Manager) provides effective leadership in the engagement and management of stakeholders. They lead their team to consistently deliver high-quality products, training and resources.

Using their knowledge of project and change management, the Programme Manager will support the work of subject matter experts and ensure initiatives in the Youth Justice Transformation programme are well managed and successfully delivered. This includes resourcing and managing a pool of skilled Project Managers, training designers and therapeutic programme designers, supporting their growth and development, and their success in delivering outcomes.

The Programme Manager will also need to work closely with managers across the Professional Development team to strengthen our people capability through developing initiatives, systems and processes to grow the professional development and practice leadership dimensions of capability across the Youth Justice workforce in ways that are consistent with, and support the overall goals of professional development in Oranga Tamariki.

The Programme Manager will lead professional and therapeutic programme development strategies and initiatives to provide quality services for tamariki, rangatahi and their whānau, through close collaboration with Youth Justice teams, stakeholders and leadership of a high-performing team.

The role will be fast paced, requiring an ability to manage a high volume of activity while managing to deadlines. It will require a flexible approach as the nature and content of the work will change depending on the requirements of the project over time.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Leadership	<ul style="list-style-type: none">– Provide leadership for the team by building and motivating staff and providers to meet goals, adhering to their responsibilities and project milestones– Provide leadership to relevant working groups as required, creating an environment where results are achieved that best meet the needs of tamariki and rangatahi– Build an effective cross-functional team– Coach, mentor, motivate and supervise teams participating in projects as well as other members of the work stream.
Workstream Management	<ul style="list-style-type: none">– Effective management of programme progress and development to ensure delivery of agreed programme objectives and KPIs– Manage the day-to-day work stream activities, resources and chair work stream meetings– Proactively monitor project progress, identifying/anticipating and managing project risks and resolving issues; and providing timely feedback to the Youth Justice Transformation leadership team– Resolve and/or escalate issues in a timely fashion

Key Result area	Key Accountabilities
Professional development design and delivery	<ul style="list-style-type: none"> <li data-bbox="568 219 1412 286">– Willingly share knowledge and expertise within the team and with others in the organisation. <li data-bbox="568 327 1412 510">– Lead the development and planning of a programme of initiatives and mechanisms to grow professional practice and practice leadership capability across Youth Justice ensuring that these are consistent with the Oranga Tamariki Professional Development strategic direction <li data-bbox="568 528 1412 712">– Facilitate the development of a range of therapeutic programmes designed to meet the needs of young people in the youth justice system in ways which are consistent with the principles of the Oranga Tamariki Act and which have regard to mana tamaiti, whakapapa and whānaungatanga <li data-bbox="568 730 1412 913">– Ensure that programme delivery – at both Youth Justice and individual levels – is high quality, consistent with organisational values and priorities, aligned and integrated with broader organisational development and effectively meets the needs of Youth Justice <li data-bbox="568 931 1412 1025">– Ensure that all strategies, plans, advice and initiatives are designed to enhance the cultural knowledge, understanding and competency of staff <li data-bbox="568 1043 1412 1193">– With the Director Youth Justice Transformation, create and maintain a learning system for all learning across Youth Justice to achieve continuous improvement, a highly professional and agile workforce and strong management capability.
Service Delivery	<ul style="list-style-type: none"> <li data-bbox="568 1234 1412 1339">– Delivery of programmes that actively support and contribute to the achievement of the Ministry’s outcomes and that deliver to the needs of internal and external stakeholders <li data-bbox="568 1357 1412 1424">– Work effectively with iwi/mana whenua on design and delivery options <li data-bbox="568 1442 1412 1509">– Work with the Director Youth Justice Transformation and other workstream leads to agree the key deliverables <li data-bbox="568 1527 1412 1632">– Maintain overall integrity of the service delivery, including alignment with agreed scope and objectives, and coherence of project work streams to the YJ Transformation programme <li data-bbox="568 1650 1412 1718">– Understand and manage interdependencies between your work stream and other YJ Transformation workstreams and projects <li data-bbox="568 1736 1412 1841">– Establish and maintain quality management processes for the programme including risk identification/mitigation, reporting and documentation <li data-bbox="568 1859 1412 1921">– Willingly undertake any duty required within the context of the position.

Key Result area	Key Accountabilities
Stakeholder relationships	<ul style="list-style-type: none"> - Work in partnership with senior leaders across Youth Justice, assimilating information and business priorities from across Youth Justice and facilitating the creation of strategies that are well informed and timely - Establish and maintain strong relationships at all levels of Youth Justice and Oranga Tamariki to ensure that professional development initiatives are relevant, practical and well understood - Work effectively in partnership with the leadership team of People and Leadership to ensure all workforce development needs are considered and integrated - Partner with government, NGOs, Iwi, tertiary institutions and unions as required - Build effective working relationships and collaborate with sector partners to support the wider system to achieve good outcomes for tamariki and rangatahi.
Communications	<ul style="list-style-type: none"> - Identify, monitor and report to the Director Youth Justice Transformation on work stream performance specifically, resources, client/stakeholder relationships, team morale, health and safety, risks and quality related issues - Engage constructively with business units and stakeholders, both internal and external - Facilitate team and stakeholder meetings effectively.
Work Programme Development	<ul style="list-style-type: none"> - Participate in establishing practices, templates, policies, tools and partnerships to expand and mature these capabilities for the Ministry - Continue professional development in order to keep abreast of emerging technologies, methods and best practices.
Risk Management	<ul style="list-style-type: none"> - Actively identify organisational and operational risks, effectively managing the risks, escalating and proposing appropriate mitigation where necessary, to minimise their impact - Keep the Director Youth Justice Transformation informed of any risks and/or issues that may impact on the Ministry's reputation.
Relationship Management	<ul style="list-style-type: none"> - Build and maintain effective networks/relationships both within and beyond Oranga Tamariki - Identify and develop trusted adviser relationships with project and programme stakeholders, sponsors and sector stakeholders - Actively network with business teams, key line managers and other clients to build credibility and ensure that initiatives/projects are relevant, practical and well understood by those with responsibility for implementation.

Key Result area	Key Accountabilities
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 - Perform any other duties as needed by Oranga Tamariki - 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"> - Youth Justice Programme and Workstream Managers - Professional Development team - Professional Practice Group - People and Leadership team - National, Regional, Site and Residence Youth Justice Managers - Oranga Tamariki staff - Business unit members that the project is delivering to.
External	<ul style="list-style-type: none"> - Relevant stakeholders including (but not limited to) Iwi, Māori and Pacific partners and providers - Service providers - Other non-government organisations as appropriate.

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - Relevant Tertiary qualification - A professional qualification in programme and/or project management is highly desirable - Holds current clean driver's licence and is prepared to drive the Ministry's vehicles if required.
Experience	<ul style="list-style-type: none"> - Evidence of successful delivery in managing the lifecycle of projects with an emphasis on community and social services projects - Strong project management skills and proven delivery in a public sector environment - Demonstrated ability to see the "big picture" and understand the strategic context of projects

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- Demonstrated ability to identify and appropriately manage risk
 - Encourages participation and opinion so the project can benefit from a variety of input, suggestions and concerns. Perceives intrinsic qualities in other people and seeks to understand their point of view
 - Confident in engaging with (and challenging) the status quo when required
 - Generates and harnesses creativity in others to benefit the project.

Skills and Attributes

- Ability to identify, evaluate, mitigate and communicate project risks
 - Ability to reason and present solid arguments, listen to other's points of view, negotiate and find solutions
 - Ability to persuade and influence others and resolve issues with a high degree of certainty and consensus
 - Ability to quickly establish and build strong working relationships
 - Displays drive, energy and an enthusiasm for getting things done
 - Strong organisational ability to optimise and prioritise conflicting demands in a fast moving, changing environment, to achieve deadlines and see responsibilities through to completion
 - Good interpersonal and communication skills, including oral and written communication and particularly the ability to present ideas, information and advice in a way that is understandable by a range of audiences
 - Understanding and appreciation of cross-cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture
 - Consistently demonstrates trustworthiness, integrity, professionalism and honesty; exercises sound judgement and political sensitivity
 - Able to work effectively and competently with people at all levels; build and maintain relationships, within and external to the Ministry
 - Ensures that confidentiality is respected and maintained at all times
 - Strong leadership skills and motivational skills - able to lead and motivate a team towards the achievement of goals, understands leadership styles and their influence
 - Models positive behaviours and the desired values and culture of the organisation.
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