

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Quality Lead
Group:	Professional Practice
Reports to:	Manager Quality
Location:	Main centre - based on business need
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'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.

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 practice for tamariki and their whānau.

The purpose of the Quality Lead position is to provide advice, leadership and expertise on practice quality to enable the Quality Team to deliver on the Ministry's outcomes on the provision of quality practice. This position supports the Manager Quality and General Manager Quality Systems across a range of work and projects. The position holder will lead some of this work and act for the Manager where needed. The role will provide leadership, advice and form part of review teams responsible for carrying out quality reviews on site, monitoring and reporting on quality of practice. A high level of stakeholder engagement is critical in this role.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Project management	<ul style="list-style-type: none">- Coordinate the scoping of reviews, including the development of timelines and resourcing requirements- Ensure reviews are completed on time and to a high standard- Keep manager informed of progress- Provide accurate, timely and complete reports to management.
Continuous improvement	<ul style="list-style-type: none">- Investigate and make recommendations on strengths and weaknesses in practice quality, and the wider environmental factors impacting on practice for tamariki and whānau- Identify opportunities for continuous improvement and innovation and make recommendations for improving current systems and procedures- Provide expert leadership on quality assurance and improvement methodology- Develop and implement systems for embedding and supporting continuous improvement at all levels of Oranga Tamariki.
Mentoring and leadership	<ul style="list-style-type: none">- Mentor, support and assist other members of the Quality Systems Team and the wider organisation in all aspects of practice quality and other work completed by the team- Demonstrate the behaviour of a leader: creating a supportive and positive environment, helping others develop and achieve, and acting in the interests of the full team- Support the manager in their leadership of the team by identifying opportunities to share leadership challenges and by becoming a natural source of advice and support for team members- Actively promote the quality approach to ensure a widespread awareness, understanding and commitment to a quality

Key Result area	Key Accountabilities
	<p>improvement culture at all levels</p> <ul style="list-style-type: none"> - Ensure a strong focus on outcomes for all children, especially tamariki Māori and rangatahi, in the work of the Quality team - Utilise expert knowledge of practice in Oranga Tamariki operational delivery to develop the review team - Researches organisational needs, relevant theories, trends and external best practice Model desired organisational culture and values through own behaviour.
Stakeholder relationships	<ul style="list-style-type: none"> - Develop, maintain and build effective working relationships with key stakeholders and Oranga Tamariki staff, particularly regional staff such as Site, Youth Justice and Residence Managers, Practice Leaders and other frontline staff - Engage with key stakeholders in Oranga Tamariki to inform our assessments of practice - Utilise expert communication and relationship management skills to present review findings to frontline teams, the organisation's leaders and key stakeholders - Provide advice and support to other areas of the business as required - Provide tools, resources and advice to support Practice Leaders in the delivery of improved quality of practice.
Cultural competence	<ul style="list-style-type: none"> - Ensure the principles of mana tamaiti, whakapapa and whanaungatanga are embedded in the work of the Quality team - Demonstrate commitment to understanding and delivering to our Māori cultural framework.
Risk management	<ul style="list-style-type: none"> - Identify any people related and/or organisational risks and take action to minimise their impact - Effectively manage and escalate risks and propose appropriate mitigation where necessary.
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 operational delivery 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

Key Result area	Key Accountabilities
	<p>standards of integrity and conduct</p> <ul style="list-style-type: none"> - 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"> - Operational leaders and managers including Residence and Site Managers - Practice Leaders - 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 Workers Registration Board - Care providers

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - Relevant tertiary qualification is required, or equivalent relevant experience - A clean, current full driver’s licence is preferable and a willingness to drive Oranga Tamariki vehicles.
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 - Provision of experience or strategic advice at a senior level in a public sector organisation or equivalent experience in a relevant field - Demonstrated background in people management with a particular focus on enhancing the quality of services and practices - Significant practice expertise in Oranga Tamariki operational delivery - 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

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- Practical project management experience in a relevant setting.
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Skills

- Strong child centred perspective and an enduring focus on improving outcomes for New Zealand's most vulnerable children, especially tamariki Māori
 - Ability to influence, negotiate and persuade across group and service boundaries to achieve desired outcomes
 - Skilled in the planning and organising necessary to effectively manage the delivery of significant programmes of work within timeframes and to required quality standards
 - 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
 - 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
 - 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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