

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Regional Child Disability Advisor
Group:	Services for Children & Families
Reports to:	Regional Director
Location:	Regional Office
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

Close to 65% of children and young people who come to the attention of Oranga Tamariki have a disability or disabilities, ranging from intellectual and physical disabilities to mental health problems and behavioural issues. The position of Regional Child Disability Advisor ensures that children and young people with a disability and their families or caregivers who come to the attention of Oranga Tamariki have their needs met and are provided with the best opportunity to reach their potential through the removal of barriers and appropriate involvement and support from other agencies. The Regional Child Disability Advisor will provide advice and support for managers and front line Oranga Tamariki staff to assist staff to work with the sectors which support children and young people with these conditions, for example, health, mental health, disability and education sectors, including non-Government organisations, to understand the needs and obtain the best outcomes for children and young people with disabilities. The Regional Child Disability Advisor will develop effective relationships with external organisations, facilitating and supporting successful negotiations to ensure the needs of the children and young people with disabilities are met. The role of the Regional Child Disability Advisor is also to provide independent analysis, review and advice around disability issues as it relates to professional social work practice, development and the achievement of outcomes to the Regional Director.

## KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<b>Advice on Disability issues</b>	<ul style="list-style-type: none"><li>- Provide advice that has a strong focus on meeting the needs of children and young people with a disability (including mental health) and their families or caregivers who come to the attention of Oranga Tamariki</li><li>- Provide independent analysis, review and advice around disability issues as it relates to professional social work practice to the Regional Director.</li><li>- Provide practice oversight and advice for the regions' complaints and ministerial process and official correspondence for the Regional Director around disability issues.</li><li>- Provide issue and trend analysis regarding complaints to the Regional Director.</li><li>- Provide regional intelligence and a strategic view of practice issues and themes to the Regional Management team.</li><li>- Provide consultancy service, advice and support for disability-related practice excellence for social work managers and staff on how best to support clients who have a disability so that: practitioners are confident working with disabled children and young people; sites know what help is available; and children access supports across a wide range of services</li><li>- Advise on seeking alternative solutions for disabled children who would otherwise come into the care of the Chief Executive, especially when their parents also have disability or mental health issues</li><li>- Strong focus on achieving permanency for children with disabilities, finding creative solutions and developing processes and strategies to find new ways of working and overcoming</li></ul>

Key Result area	Key Accountabilities
	<p>obstacles</p> <ul style="list-style-type: none"> <li>- Transition planning, especially where the young person is moving to adult disability services</li> <li>- Focus on the children and young people with very high costs and/or complex situations to ensure they are getting the right mix of services from the most appropriate funding source</li> <li>- Contribute to the national action plan developed from the review of case notes of disabled children and young people, and lead regional implementation.</li> <li>- Lead case practice reviews with Practice Advisors and Practice Leaders to, identify practices and processes that could be improved and to identify training needs for staff</li> <li>- Provide leadership and influence to managers and Practice Leaders in order to assist them to maintain and enhance the Region's level of practice excellence and capability.</li> <li>- Work alongside regional managers (Regional Director, Operations and Site Managers) to ensure effective management of cases of children with disability needs</li> <li>- Keep up-to-date on best practice and available services that could support our disabled clients, their families and caregivers</li> </ul>
<p><b>Increase awareness of disability issues</b></p>	<ul style="list-style-type: none"> <li>- Support staff to ensure they have a better understanding of the client group's disability needs and are aware of the support services and resources that are available to address these needs</li> <li>- Link, develop relationships and negotiate with local and regional organisations so they will better respond to our disabled clients</li> <li>- Develop links with Learning and Development both regionally, and through the National Principal Advisor on Child Disability to ensure that opportunity for training and professional development meets both regional and individual needs, and conduct training and development programs both internally and externally.</li> </ul>
<p><b>Relationship Management</b></p>	<ul style="list-style-type: none"> <li>- Build and maintain working relationships with the management of the Needs Assessment Service Coordination (NASC) agencies in their region and support staff in their negotiations with NASC agencies for services.</li> <li>- Provide regional connection to community-based provider services and develop good working relationship with the managers of these organisations.</li> <li>- Establish and maintain relationships at a senior level with government organisations in each region including Work &amp; Income, ACC, Ministry of Health, and Group Special Education</li> <li>- Support staff in their negotiations with external providers so that needed services can be accessed successfully or developed where needed, will lead negotiations if difficulties arise or when solutions are unusually complex</li> <li>- Escalate issues that need a national solution to the National</li> </ul>

<b>Key Result area</b>	<b>Key Accountabilities</b>
	<p>Principal Policy Advisor Child Disability</p> <ul style="list-style-type: none"> <li>- Maintain and participate in a network of the Regional Child Disability Advisors, contributing to the national picture.</li> </ul>
<b>Planning and Reporting</b>	<ul style="list-style-type: none"> <li>- Work closely with the National Principal Advisor Child Disability to review processes for working with children and young people with a disability and their families</li> <li>- Work closely with the National Principal Advisor Child Disability to develop strategies to improve services for children and young people with a disability and their families or caregivers</li> <li>- Monitor progress and outcomes at a regional level for disabled clients and provide reports to the Regional Director and the National Principal Policy Advisor Child Disability</li> </ul>
<b>Collective Accountabilities</b>	<p>As a member of the Region's Management Team this position has a collective responsibility for management and direction in terms of the regional service delivery performance of Oranga Tamariki</p> <ul style="list-style-type: none"> <li>- Provide peer support to other Practice Advisors and take collective responsibility for the development and monitoring of social work practice relative to disability.</li> <li>- Contribute and support national and regional service delivery performance and practice improvement initiatives.</li> <li>- Support consistency of operational practice across the region in accordance with statute and Departmental Policy.</li> <li>- Support regional capability development in social work practice especially around disability.</li> <li>- Identify and assess internal and external service delivery risks in relation to disability within the business risk framework of Oranga Tamariki and ensure intervention and escalation as appropriate.</li> <li>- Ensure that activities comply with all relevant legislation and ethical and industry standards around disability</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>- Employees accept their responsibility to take all practicable steps to ensure their own safety and wellbeing while at work, and ensuring that no action or inaction on their part endangers themselves or others.</li> </ul>
<b>Personal Commitment</b>	<p>Demonstrated evidence of ability to commit to the following principles:</p> <ul style="list-style-type: none"> <li>- The vision, mission and goals of Oranga Tamariki</li> <li>- Treaty of Waitangi</li> <li>- Working with clients and colleagues in a culturally sensitive and appropriate manner</li> <li>- Equal employment opportunities.</li> </ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"> <li>- Actively and positively participate as a member of the team</li> <li>- Proactively look for opportunities to improve the operations of</li> </ul>

Key Result area	Key Accountabilities
	<p data-bbox="619 219 818 253">Oranga Tamariki</p> <ul style="list-style-type: none"> <li data-bbox="571 264 1289 338">- From time to time, you may be required to perform other reasonable duties as requested by your manager</li> <li data-bbox="571 349 1267 423">- Comply with and support all health and safety policies, guidelines and initiatives</li> <li data-bbox="571 434 1358 508">- Ensure all incidents, injuries and near misses are reported into our H&amp;S reporting tool</li> <li data-bbox="571 519 1329 593">- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known</li> <li data-bbox="571 604 1358 678">- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li> <li data-bbox="571 689 1334 763">- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

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### Internal

- Operations Managers
- National Principal Advisor on Child Disability
- Other Regional Child Disability Advisors
- Senior Advisor Regional Operations
- Principal Disability Advisor (Service Delivery, National Office)
- Executive Manager, Regions
- Regional Practice Advisors
- Other Regional staff
- Care Services Managers
- Site Managers
- Site Solicitors and legal advisors
- Practice Leaders
- Hospital Practice Leaders
- Social Work Supervisors/Social Workers
- Youth Justice Managers
- Residence Managers and staff
- Executive Manager, Operations
- Service Support Group
- Contracting
- Finance

### **Through advice to the National Principal Advisor on Child Disability, and directly through forums:**

- Quality Assurance Group
- Learning and Development Group
- Chief Social Worker and staff

### External

- Manager Needs Assessment Service Coordination Agency
- Regional Work and Income Managers
- Regional and District Accident Compensation Corporation Managers
- Regional and District Group Special Education
- Managers of Disability sector (including mental health) organisations
- Non-Government organisations working with people with disabilities
- Ministry of Health
- District Health Boards
- Housing New Zealand Corporation
- National Workforce Development providers
- Regional Intellectual Disability Care Agencies (RIDCA)
- Justice
- Other external organisations to improve the support to disabled

## QUALIFICATIONS & EXPERIENCE

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### Qualifications

- A minimum of a degree level qualification, but preferably a post-graduate qualification (relevant to disability). Alternatively, qualified as a nurse, occupational therapist or similar recognised and relevant professional background.
- A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles

### Other requirements

- Willingness to travel within New Zealand to fulfil the requirements of the role

### Experience

- Respected in, and extensive experience of, the disability sector at a senior level
- Experience in negotiating solutions in a challenging and complex environment at a senior level
- Extensive expertise on how the disability sector works, including local arrangements, including for those children and young people with the most complex and challenging needs
- Experience in supporting people to navigate the disability system successfully, even when they find it difficult to access services
- Understand the social model of disability and other key theories of disability and be able to relate them to your role and communicate them to others.
- Understanding and knowledge of how Needs Assessment Service Coordination and other key Ministry of Health funded organisations work, and also ACC and Mental Health systems
- Understand the needs of children and young people with disabilities who come into contact with Oranga Tamariki for reasons of care and protection or youth justice
- Demonstrated experience in a complex politically sensitive environment
- Understand the needs of families and caregivers who have children with disabilities and may themselves have a disability or mental health issues
- Established extensive disability sector networks in the region with good working relationships
- Demonstrated ability to work in collaborative peer and other stakeholder relationships
- Knowledge of and understanding of key disability related legislation and the ability to use them effectively
- Track record of working successfully across agencies in the disability sector (including mental health)
- Experience in presenting complex information effectively verbally and in written formats
- Experience in writing reports

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**Skills**

- The ability to keep the needs of children and young people with disabilities and their families central in your work
  - Ability to manage complex and competing work priorities
  - Proven ability to critique, review, analyse and report to a high standard of excellence.
  - Excellent verbal, written and interpersonal communication skills; ability to communicate complex ideas to a variety of audiences and ability to build and maintain rapport with others based on their own integrity and honesty.
  - Experience in championing and managing change.
  - An ability to maintain performance under stress.
  - An ability to influence action in areas for which they have responsibility but not line management authority.
  - Commitment towards positive outcomes for children, young people and their families.
  - Sensitivity towards Māori, Pacific Peoples and other cultures.
  - Highly developed negotiation and advocacy skills at a senior level
  - Ability to represent Oranga Tamariki to external organisations at all levels
  - Work well as part of team
  - Ability to learn new legislation quickly
  - Ability to build new relationships and develop effective networks
  - Demonstrated ability to negotiate solutions with external organisations in what can be difficult circumstances
  - An ability to anticipate and resolve problems and make decisions based on sound risk management analysis yet can also make decisions with limited information in a practical and straightforward way.
  - Understanding of the governance arrangements and public sector context within which Oranga Tamariki works and applies it to judgement and decision making.
  - Computer skills including Word, Excel, and email.
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## POSITION COMPETENCIES

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Competency	Description of success profile behaviour
<b>1.Client Focus</b> The desire and willingness to understand and meet or exceed client expectations. Clients are those groups or individuals, internal or external, who use the services of Oranga Tamariki	<ul style="list-style-type: none"><li>- Delivers quality service to clients</li><li>- Understands, empathises with, and identifies the needs, concerns and priorities of clients and ensures that services are delivered to take account of these</li><li>- Takes professional responsibility for correcting client service problems and/or “championing” client issues</li><li>- Corrects problems promptly, without getting defensive</li><li>- Attempts to give added value to the client</li><li>- Actively supports the interests of the client by making choices</li></ul>

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Competency	Description of success profile behaviour
	and setting priorities to meet their needs
<p><b>2.Communication</b></p> <p>The ability to clearly convey thoughts and ideas effectively. This may include listening, interpreting, formulating and delivering: verbal, non-verbal, written, and/or electronic messages.</p>	<ul style="list-style-type: none"> <li>- Work shows recognition of the importance of communication in achieving results</li> <li>- Seeks to understand others' frame of reference and uses this understanding to identify the most effective method of conveying information</li> <li>- Uses different ways of conveying a message to add clarity and meaning to communications</li> <li>- Adapts communications to the views and level of knowledge of the audience</li> <li>- Prepares and structures communication well. Is able to make complex issues understandable</li> <li>- Sets out arguments clearly and logically; persuades and influences others where appropriate</li> </ul>
<p><b>3.Results Orientation</b></p> <p>The ability to take personal responsibility for the delivery of results. This includes delivering required results consistently and successfully, exhibiting appropriate initiative and persistence and focusing on work that is of high quality.</p>	<ul style="list-style-type: none"> <li>- Takes full responsibility for making things happen, including in situations that are very demanding or not clearly defined</li> <li>- Tenacious in finding alternative means to meet a goal if difficulties arise</li> <li>- Regarded as totally dependable to achieve planned results</li> </ul>
<p><b>4.Planning and Organisation</b></p> <p>The ability to identify objectives and develop effective action plans to achieve them. This may include using sound personal organisation disciplines, a methodical and systematic approach towards planning workloads and using project management skills.</p>	<ul style="list-style-type: none"> <li>- Manages resources so that priority tasks are achieved</li> <li>- Reviews and adjusts priorities as circumstances change</li> <li>- Communicates what needs to be done to all who need to be involved</li> <li>- Sets realistic timetables and monitors progress against targets</li> <li>- Introduces straightforward systems and monitors their use</li> </ul>
<p><b>5.Technical Skills and Knowledge</b></p> <p>Demonstrates specialist or technical knowledge and skills within one's functional area (e.g.</p>	<ul style="list-style-type: none"> <li>- Possesses expert knowledge in the most complex and advanced aspects of functional area</li> <li>- Serves as a subject matter expert and is recognised as a source of expertise within and across divisional groups</li> <li>- Challenges current policies and practices</li> </ul>

Competency	Description of success profile behaviour
Finance, HR, Policy, QA, etc).	
<p><b>6.Relationship Management</b></p> <p>The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships, developing win/win relationships and assessing and responding to individual behaviour.</p>	<ul style="list-style-type: none"> <li>- Develops formal and informal relationships with a wide circle of people, beyond those involved in current activities</li> <li>- Nurtures existing and potential relationships to help achieve the strategic objectives of Oranga Tamariki</li> <li>- Manages difficult relationships effectively and demonstrates confidence and diplomacy in demanding interpersonal situations.</li> </ul>
<p><b>7.Integrity</b></p> <p>The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.</p>	<ul style="list-style-type: none"> <li>- Sets and adheres to professional and organisational ethical standards</li> <li>- Demonstrates desired behaviours and treats all people with respect and dignity</li> <li>- Is committed to the values of Oranga Tamariki</li> </ul>
<p><b>8.Teamwork</b></p> <p>The ability and willingness to work with others co-operatively and productively in order to achieve group objectives. This may include informal work groups, advisory groups or committees and project teams.</p>	<ul style="list-style-type: none"> <li>- Acts to promote a welcoming, productive climate, good morale and co-operation within and between teams</li> <li>- Genuinely values others' input and expertise</li> <li>- Contributes own expertise to the team</li> <li>- Facilitates and influences positive outcomes that support team goals</li> <li>- Promotes team co-operation, even during heated discussions</li> <li>- Is willing to set aside personal agenda in order to support the team consensus</li> <li>- Assists in mediating between team members to resolve conflict</li> </ul>
<p><b>9.Information Gathering</b></p> <p>The ability to collect and manage information relevant to an issue through a variety of methods. This includes research, networking with others, observation, computer databases and sharing knowledge and information with others.</p>	<ul style="list-style-type: none"> <li>- Demonstrates thorough knowledge of appropriate information sources</li> <li>- Uses range of means to research and secure relevant information</li> <li>- Is proactive in seeking out new or alternative sources of information</li> <li>- Demonstrates a thorough understanding of all information collected and its relevance</li> <li>- Ensures that information is accurate, up to date and provided in an easily understood format</li> </ul>

Competency	Description of success profile behaviour
<p><b>10.Problem Solving and Judgement</b></p> <p>The ability to apply an objective, logical reasoning process to a problem or work situation in order to develop a conclusion or recommendation. This includes logically breaking down problems into different parts, identifying key issues and their relationships, interpreting, clarifying, analysing, explaining and developing recommendations or advice.</p>	<ul style="list-style-type: none"> <li>- Identifies a number of solutions and weighs the value of each to improve results</li> <li>- Peels back multiple layers of complex problems</li> <li>- Uses several analytical techniques to break apart complex situations or problems to reach a solution</li> <li>- Demonstrates significant evaluative judgement that goes beyond drawing conclusions</li> <li>- Is creative in problem solving</li> </ul>
<p><b>11.Change Orientation</b></p> <p>The ability to think about a situation, issue or process in new or varying ways and to generate new ideas. This includes the willingness to seek out and implement better ways of doing things and to embrace change. This may include: thinking of situations from different points of view, being alert to opportunities for new ideas, accepting and welcoming new ways of doing things and adapting to change in the work environment.</p>	<ul style="list-style-type: none"> <li>- Stretches to continuously improve activities and results beyond work unit</li> <li>- Helps to establish a climate that encourages innovation and receptivity to change</li> <li>- Demonstrates consistent ability to generate new ideas and initiatives</li> <li>- Shifts focus and activities quickly in response to changing organisational priorities</li> </ul>
<p><b>12.Cultural Responsiveness</b></p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups, effectively relating to</p>	<ul style="list-style-type: none"> <li>- Demonstrates an understanding of the key concepts embodied within the Treaty of Waitangi and their application to Oranga Tamariki</li> <li>- 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</li> <li>- Collaborates with different cultural communities regarding service delivery and demonstrates a willingness to work together</li> <li>- Demonstrates that cultural responsiveness is valued, clearly defined, understood and applied within Oranga Tamariki</li> </ul>

Competency	Description of success profile behaviour
clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.	
<b>13. Self-Development</b>	<ul style="list-style-type: none"> <li>- Learning is focused on current role, but also on career development</li> <li>- Designs a personal action plan to address own issues constructively and understand the most appropriate learning style for self</li> <li>- Uses a range of sources to develop own knowledge and skills</li> <li>- Seeks feedback from others with the intent of self-improvement</li> </ul>