

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Advisor Regional Operations
Group:	Services for Children and Families
Reports to:	Regional Manager
Location:	As specified
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

The purpose of the Senior Advisor Regional Operations is to provide support and advice to the Regional Manager across the range of activities that occur within sites and the regional communities this role serves. Senior Advisors work closely with site leadership teams and staff to enhance operational delivery provided to tamariki and whānau, both at an individual and collective level.

This role provides critical support in activities such as independent review and monitoring of performance reports and the output plan, analysis of practice themes and trends, provision of operational delivery advice and the development and implementation of new initiatives that will contribute to enhancing site practice and performance and responsiveness.

Senior Advisors also contribute to the oversight of serious events, development of complex case plans, resolution of client and stakeholder concerns and mitigation of potential risks alongside the Executive Manager and Regional Manager.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Meeting the needs of tamariki and whānau	<ul style="list-style-type: none">- Provide practice analysis, highlighting areas of strength and vulnerability regarding social work practice undertaken by Oranga Tamariki- Provide advice and support to sites in the management of complex client related issues- Undertake case consults with sites to help inform case planning for complex cases- Assist sites in accessing appropriate service response within Oranga Tamariki and the wider sector- Undertake or participate in the investigation of high profile cases as requested by the Regional Manager- Liaise with other service lines or regions within Oranga Tamariki to ensure the service delivery needs of tamariki and their whānau are met- Contribute to the identification, assessment and development of local resources to respond to the needs of tamariki and whānau.
Operational Delivery, Practice and Performance Analysis and Advice	<ul style="list-style-type: none">- Provide high quality advice and comment from a social work perspective to the regions in relation to complex and high risk cases, including the coronial inquiry process- Provide up to date and high quality advice to the Executive Manager and Regional Manager- Identify trends, patterns, and themes within and across sites and recommend initiatives and improvements to processes and systems that will assist the Regional Manager and Site Managers to continue to improve operational delivery- Identify performance improvement opportunities either at a process or individual level and lead action to implement them as required- Identify operational, practice and compliance issues and

Key Result area	Key Accountabilities
	<p data-bbox="619 208 1326 286">promote quality improvement opportunities to the Regional Manager</p> <ul style="list-style-type: none"> <li data-bbox="568 297 1382 409">– Provide oversight and quality assurance for complaints and ministerials, official correspondence and serious events for the Regional Manager <li data-bbox="568 421 1382 533">– Support the regional business plan within the planning framework and strategic priorities of Oranga Tamariki, and regularly report progress against the plan. <li data-bbox="568 544 1382 622">– Support sites to implement processes to monitor and manage key performance indicators (KPIs) and practice standards <li data-bbox="568 633 1382 667">– Engage with stakeholders as agreed with the Regional Manager.
<p data-bbox="177 701 392 768">Operational Risk Management</p>	<ul style="list-style-type: none"> <li data-bbox="568 701 1382 891">– Support sites in the provision, timeliness and quality of their responses to events, ministerial complaints and information requests (including Official Information Act requests, Parliamentary Questions, Private Secretary requests and Select Committee requests) <li data-bbox="568 902 1382 1048">– Support sites in the provision, timeliness and quality of their responses to Coroners matters, including reporting, pending inquests and findings, ensuring learning’s are disseminated and staff are supported <li data-bbox="568 1059 1382 1171">– Provide information to Regional Managers and Executive Managers on site issues and responses for a range of operational issues <li data-bbox="568 1182 1382 1294">– Liaise with Executive Manager and National Office regarding the investigation of issues raised by government stakeholders as requested <li data-bbox="568 1305 1382 1384">– Provide advice and support to sites to actively identify and manage operational risks <li data-bbox="568 1395 1382 1462">– Support sites to effectively manage and escalate risks and propose appropriate mitigation where necessary.
<p data-bbox="177 1496 507 1529">Mentoring and Leadership</p>	<ul style="list-style-type: none"> <li data-bbox="568 1496 1382 1574">– Provide advice, support, training and leadership on operational needs and issues to Site leadership teams <li data-bbox="568 1585 1382 1619">– Mentor, support and assist other members of the regional team <li data-bbox="568 1630 1382 1742">– 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 <li data-bbox="568 1753 1382 1899">– Support Regional Managers 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.
<p data-bbox="177 1933 499 2011">Continuous Improvement and Operational Support</p>	<ul style="list-style-type: none"> <li data-bbox="568 1933 1382 2011">– Manage specific projects and ensure outcomes are delivered within the required timeframe <li data-bbox="568 2022 1382 2101">– Contributes and participates in regional projects as directed by Regional Manager <li data-bbox="568 2112 1382 2145">– Provide operational support to organisational initiatives and

Key Result area	Key Accountabilities
	<p>processes</p> <ul style="list-style-type: none"> - Support sites in the development and implementation of local projects and initiatives - Support sites in the implementation of the change priorities Oranga Tamariki.
Relationship Management	<ul style="list-style-type: none"> - Build and maintain relationships and networks with key stakeholders within Oranga Tamariki and the wider Ministry - Support the Regional Manager and Executive Manager in building and maintaining relationships and networks with key stakeholders within the region, and representing Oranga Tamariki on key external regional forums as agreed - Develop, build and foster relationships with external stakeholders and other client groups within a operational delivery context to ensure services are proactive, timely and appropriate - Proactively respond to and resolve concerns raised by tamariki, whānau, caregivers, community and stakeholders on behalf of the Regional Manager - Ensure all relevant stakeholders are kept informed on progress of responding to issues, seeking their contribution and validation of information as appropriate - Work collaboratively with regional management to ensure strategies are implemented and business requirements are met effectively.
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 - 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">- Executive Manager- Site Managers and Site staff- Principal Advisor- Youth Justice Managers- Care Services Managers- Regional Practice Advisors- Practice Leaders- Other regional staff- National office staff including the Office of the Chief Social worker, Quality Advisors and Quality Analysts
External	<ul style="list-style-type: none">- Local government/community/ providers- Ministers and their staff- Office of the Children's Commissioner- Other Government agencies, e.g. MSD NZ Police, Ministry of Justice, Ministry of Health, Ministry of Education- Iwi and Māori organisations

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none">- A relevant tertiary qualification in social work is mandatory- Current registration with the Social Worker Registration Board- 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.
Experience	<ul style="list-style-type: none">- Extensive social work experience including front line practice and several years' experience in a senior role (practice leader, supervisor, advisor or similar)- A working knowledge and experience of the Oranga Tamariki Act 1989 and its operation, as well as knowledge of the Official Information and Privacy Acts and other relevant legislation- Demonstrated ability to compile reports, prepare briefings and papers and give presentations- Demonstrated background in the analysis and drafting of official correspondence, Parliamentary Questions, Official Information Act requests, Ministerial briefings and other relevant report or papers- Sound knowledge of Oranga Tamariki, social welfare issues and operational policy- Practical project management experience.
Skills	<ul style="list-style-type: none">- Highly developed organisational skills – able to operate autonomously while gaining the co-operation of others

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- Excellent relationship management skills – able to establish, build and maintain effective working relationships at all levels of the Ministry, as well as with key stakeholders
 - Strong leadership skills and motivation skills – able to lead and motivate a team towards the achievement of goals, understands leadership styles and their influence
 - Strong commitment to attaining goals – target driven, generates new ideas, seeks solutions to problems before being asked, takes action that goes beyond solving the immediate problem
 - Strong problem resolution and decision making skills – able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and make sound decisions based on these considerations
 - Excellent interpersonal skills – able to adapt these to suit the needs of the audience, able to influence others to accept ideas/strategies
 - Ability to handle confidential material in a professional and discrete manner and the ability to generate confidence when dealing with Officials, Oranga Tamariki managers, staff and clients
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
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