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| Regional Housing Advisor Client Service Delivery |  |
| Our purpose **Manaaki tangata, Manaaki whānau**  We help New Zealanders to be safe, strong and independent | |
| Our commitment to Māori As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori,  whānau, hapū, Iwi and communities to realise their own potential and aspirations. | |
| The outcomes we want to achieve  |  |  |  | | --- | --- | --- | | New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential | | |
| We carry out a broad range of responsibilities and functions including  |  |  | | --- | --- | | * Employment, income support and superannuation * Community partnerships, programmes  and campaigns * Advocacy for seniors, disabled people  and youth | * Public housing assistance and emergency housing * Resolving claims of abuse and neglect in  state care * Student allowances and loans | | |
| ****Our strategic direction****  |  |  |  | | --- | --- | --- | | **Mana manaaki** A positive experience every time | **Kotahitanga** Partnering for greater impact | **Kia takatū tātou** Supporting long-term social and economic development | | |
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| ****He Whakataukī\*****  |  |  | | --- | --- | | Unuhia te rito o te harakeke Kei hea te kōmako e kō? Whakatairangitia, rere ki uta, rere ki tai; Ui mai ki ahau, He aha te mea nui o te ao? Māku e kī atu, He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush Where will the bellbird find rest? Will it fly inland, fly out to sea, or fly aimlessly; If you were to ask me, What is the most important thing in the world? I will tell you, It is people, it is people, it is people | | ***\**** *We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī* | | | |

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| Position detail |
| **Overview of position**  The Regional Housing Advisor is responsible for supporting national housing strategies at a local level and responding to the region’s housing demands. The role will forge and manage relationships with Government Agency Housing providers, Housing and Urban providers, and Community Housing providers within the Region to achieve key goals and accountabilities for the business group, specifically keeping across developing, tracking and monitoring of the Housing work programme. Providing feedback and reporting to support the work programme and contributing to the implementation of policies and programmes.  This role will have a strong link with Service Delivery Housing Services team regarding housing activities, national housing initiatives, housing reporting and development of national strategies.  In addition, the Regional Housing Advisor will provide professional advice and analysis developing effective relationships with colleagues and staff throughout the Ministry.  **Location**  Regional Office  **Reports to**  Regional Commissioner for Social Development/Regional Director |
| Key responsibilities **Analysis and Advice**   * Provide high quality, objective analysis and advice, within specified timeframes. * Have an overview of organisational issues and an understanding of the key imperatives of other agencies. * Advise the Regional Commissioner, where required, on the implications of policy implementation and risk of delivery. * Assist in the provision of information requests ensuring high level, accurate and timely response to requests. * Produce written work to a high standard and can refine, enhance, and clarify the work of others. * Contribute to the implementation of policies and programmes to achieve the strategic direction of Service Delivery. * Develop, implement and monitor systems to measure team activity.   **Project Management**   * Participate in or lead significant projects as requested. * Assess and provide advice to the Regional Commissioner on the impact of wider MSD initiatives on operations. * Contribute to projects and initiatives that enhance products and services within Service Delivery. * Manage the workflow of programme and project deliverables within the designated timeframes, facilitating engagement, endorsement and sign off with key stakeholders, as required. * Provide programme management expertise and support to ensure programmes and projects are well managed as required.   **Risk Management**   * Assist in identifying issues that present risks or opportunities to the Regional Commissioner. * Contribute to the management of issues in a way that risks are mitigated or contained.   **Reporting**   * Produce high quality reports and other written work (adapted for both internal and external audiences) as required by the Regional Commissioner. * Undertake research and develop reports with recommendations for future strategies/initiatives on request from the Regional Commissioner.     **Relationship management**   * Establish positive working relationships, and act as a point of contact for the Regional Commissioner. * Establish, build and maintain a positive working relationship with peers and the wider MSD service areas. |
| Embedding Te Ao Māori |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD. * Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi. |
| Health, Safety and Security |
| * Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework * Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures |
| Emergency Management and Business Continuity |
| * Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team. * Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures. |

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| Know-how | |
| * Experience in providing advice and support within the Public Sector * Proven decision-making experience and leadership demonstrated in co-ordinating and integrating projects * Relevant analytics background/experience * An understanding of the strategic issues facing the Ministry, and the Government * Proven experience in understanding complex internal and external relationships with the ability to establish credibility at all levels * Experience of prioritising in an often busy and complex environment and applying sound judgement when dealing with competing deadlines * Experience in the initiation, development, and implementation of projects and complex programmes of work * A high level of computer literacy to include Microsoft package | |
| Attributes  * Strong communication skills, both written and verbal * Exercises sound judgement and political sensitivity * Highly effective communication skills * Flexible, adaptable and pragmatic * Strong client focus * Business acumen * Strong planning and organising skills * Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected | |
| Key Relationships | |
| **Internal**   * Regional Commissioner for Social Development * Management and staff within Housing * Managers and staff in Service Delivery * Other MSD managers and staff as appropriate   **External**   * Housing New Zealand * Housing and Urban Development * Community Housing Providers * Other government providers | |

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| Other |
| **Delegations** |
| * Financial – No * Human Resources - No   **Direct reports** -No  **Security clearance** – No  **Children’s worker -** No |
| Limited adhoc travel may be required  May require after hours work |