

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	HCN Specialist
Group:	Tamaki and Whānau Services (TAWS)
Reports to:	HCN Team Leader Professional Practice
Location:	The HCN Unit, hosted by Oranga Tamariki in site offices in regional locations across New Zealand
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

All children are safe, loved and nurtured by whanau, hapu, and iwi, supported by thriving communities.

### Our purpose

We serve those children, young people, and families who come to our attention. We focus on keeping them safe and preventing them from coming into care or custody by ensuring the children's system provides support to families.

### Our three shifts

Mana Ōrite	Shift decision making and resources by enabling communities
Whakapakari Kaimahi	Enable our People
Rato Pūnaha	Lead the System

**Our values**



**Introduction**

The High and Complex Needs (HCN) Unit supports staff and managers across Health, Disability, Education and Oranga Tamariki to identify, plan and better meet children's needs when they are high and complex.

**Vision statements:**

**Oranga Tamariki:** *All children are safe, loved and nurtured by whanau, hapu, and iwi, supported by thriving communities.*

**Ministry of Health:** *Healthy New Zealanders*

**New Zealand Disability Strategy:** *A society that highly values the lives and continually enhances the full participation of disabled people*

**Ministry of Education:** *Building a world-leading education system that equips all New Zealanders with the knowledge, skills and values to be successful citizens in the 21st century.*

**Interagency Strategy for Children and Young People with High and Complex Needs**

The **vision** of the Strategy is:

"Improved outcomes for children and young people with high and complex needs through effective intersectoral service collaboration"

The **goals** of the Strategy are to:

- foster collaboration to improve outcomes
- improve the effectiveness of intersectoral services
- build agency capability.

The following **principles** to be applied in the Strategy:

- where possible, the needs of children and young people are best met within their family and community
- services should be centred around the needs of the child or young person and their family;
- service delivery should be planned to maximise the independence and abilities of the child or young person and their family
- most decisions should be made at a local level

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- positive outcomes for the child or young person and their family should be expected; and
- services should be culturally appropriate

Because a high proportion of children and young people with high and complex needs are Māori, the strategy needs to ensure Māori paradigms of service delivery are included.

The functions of the HCN Unit are:

- support the development of intersectoral relationships and working at all levels
- collect and manage information and knowledge
- allocate funding for individualised packages of care and some initiatives in collaboration at the local level
- report to Ministers and stakeholders.

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## POSITION PURPOSE

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HCN Specialist is responsible for the guidance, leadership and co-ordination of the interagency team around a young person, the analysis of the interventions needed and leading the design, development and delivery of the intervention plan and budget. This is achieved through collaborative work with the agencies, tamariki/rangatahi and their family, whānau, caregivers.

The role has a strong clinical focus that requires a hands-on approach to synthesis of assessment information, provision of best practice clinical advice on interventions needed by high and complex tamariki/rangatahi. The HCN Specialist is responsible for developing, writing and overseeing implementation of the plan and budget, including review, sourcing, monitoring and financial oversight of best practice interventions.

A component of the role is engaging with and guiding and reporting to the Interagency Management Group (IMG), which has a role in approving and reviewing plans and budgets for children and young people and identifying service gaps and emerging policy issues.

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## KEY ACCOUNTABILITIES

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Key Result area	Key Accountabilities
<b>Assessment and planning</b>	<p>Lead the development of a child centred multi-agency planning process by:</p> <ul style="list-style-type: none"><li>– co-ordinating and supporting the application by analysing the assessment information relating to the needs of the tamariki/rangatahi to confirm that the case meets criteria for approval by the IMG</li><li>– coordinating a comprehensive analysis of the needs of the tamariki/rangatahi in conjunction with the inter-agency team working with the tamariki/rangatahi their family, whānau, caregivers</li><li>– engaging the inter-agency team in analysis and reflective practice to gain a shared understanding to support interagency clarity on needs, goal formation and interventions for the tamariki/rangatahi</li><li>– contributing best practice/clinical expertise to the application and planning process</li><li>– developing an interagency plan and budget for approval by the IMG that ensures interventions and services are tailored to the needs of the</li></ul>

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Key Result area	Key Accountabilities
	<p>child/young person; meet clinical, cultural and best practice standards and provide value for money</p> <ul style="list-style-type: none"> <li>- bringing knowledge and experience of best practice</li> </ul>
<b>Coordinate implementation</b>	<p>Coordinate implementation of the child centred plan and budget by:</p> <ul style="list-style-type: none"> <li>- facilitating regular meetings with the inter-agency team; tamariki/rangatahi, the family, whānau, caregivers, and other clinicians and support workers to monitor progress and resolve any problems with the plan's implementation</li> <li>- establishing measures of progress with the inter-agency team and, in conjunction with the team, provide regular progress reports for HCN management and the IMG.</li> <li>- supporting inter-agency collaboration facilitation of the provision of specialist clinical advice and interventions, where required</li> <li>- encouraging that services accessed enhance wellbeing and strengthen cultural values, language and tikanga</li> <li>- supporting the full potential of Māori children to be realised through advocacy for positive whanau development</li> </ul>
<b>Relationship management</b>	<ul style="list-style-type: none"> <li>- Disseminate, communicate and present information pertaining to HCN processes and services to a wide variety of stakeholders, including managers at a regional and local level and frontline workers.</li> <li>- Lead a collaborative way of working among the members of the interagency team that will facilitate constructive solutions.</li> <li>- Engage with the IMG by utilising knowledge, leadership and facilitation skills to enable collective decision making consistent with the principles of the HCN Interagency Strategy</li> </ul>
<b>Quality assurance</b>	<ul style="list-style-type: none"> <li>- Support the IMG to review, discuss and analyse cases, and interpret information on good practice and quality improvement strategies</li> <li>- Preparation and monitoring of contracts and briefs for private providers implementing interventions</li> <li>- Participate in regular reviews with TLPP in relation to their interventions proposed and provide peer support to other team members.</li> <li>- Undertake qualitative and quantitative assessment of goal attainment and intervention outcomes</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>- Identify any concerns to the HCN Manager and TLPP with interagency collaboration, IMG processes, variation in service levels and other issues and risks as they become known</li> <li>- Effectively manage risks and escalate risks and propose appropriate mitigation where necessary</li> <li>- Propose budget taking on board average budget guidelines from HCN Manager. Implement plans within approved budget allocation &amp; recommend a plan which provides value for money</li> </ul>

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<b>Key Result area</b>	<b>Key Accountabilities</b>
<b>Reporting</b>	<ul style="list-style-type: none"><li>- Report regularly to the TLPP on service issues, plans and budgets as a contribution to the monitoring and reporting framework in HCN</li><li>- Report regularly to the IMG on service issues, plans and budgets as a contribution to the monitoring and reporting framework in HCN</li><li>- Report to service users as required by the HCN Manager or TLPP or her/his delegate</li><li>- Ensure issues that have a significant impact on the reputation of the service and the health and wellbeing of clients and staff are communicated in a timely manner.</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 Oranga Tamariki</li><li>- Perform any other duties as needed by Oranga Tamariki</li><li>- Comply with and support all health and safety policies, guidelines and initiatives</li><li>- Ensure all incidents, injuries and near misses are reported into our H&amp;S reporting tool</li><li>- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known</li><li>- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li><li>- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li></ul>

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## KEY RELATIONSHIPS

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<b>Internal</b>	<ul style="list-style-type: none"><li>- HCN Team Leader Professional Practice (TLPP)</li><li>- Manager HCN Unit</li><li>- Other HCN Specialists and HCN employees</li><li>- Site Managers, Practice Leaders, Supervisors and Social Workers of Oranga Tamariki</li><li>- Residential and High Needs Service staff</li><li>- National Office Managers and staff including Communications</li><li>- Other Oranga Tamariki Staff</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>- Interagency Management Groups</li><li>- Regional and locally based Managers of the Ministry of Education, Ministry for Children - Oranga Tamariki and Ministry of Health including CAMHS and Disability services.</li><li>- Contract Specialists</li><li>- Children and young people and their families</li></ul>

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- A range of Front line service delivery staff in education, health and social service sectors

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## QUALIFICATIONS & EXPERIENCE

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### Qualifications

- Degree level qualification in psychology, education, social work, health, or another related field
- Registration and/or membership with an appropriate professional body/organisation

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### Other requirements

- Willingness to travel within New Zealand to fulfil the requirements of the role
- A current, "clean" driving licence.

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### Experience

- at least five years' experience at a senior level in either the health, education or social service sectors is preferred
- experience in leadership, management or training and development roles
- knowledge of contemporary issues and best practice theory in social services, health and education service delivery
- an in-depth knowledge of human development, learning and behaviour, family and social systems, and assessment, analysis and intervention frameworks
- understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori and the kawa of local Iwi, and those of the Pacific peoples.
- knowledge of, and established links to, community networks and experience working in collaboration and conjunction with community service providers, other government departments, including effective work in cross cultural environments and contexts
- experience in leading and facilitating group processes, including mediation and conflict resolution
- demonstrated ability to work effectively across agencies to achieve agreed outcomes
- proven effective relationship management
- ability to develop and manage budgets
- demonstrated experience in managing complex practice and casework
- demonstrated ability to work in collaborative peer and other stakeholder relationships

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### Skills

- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture
- commitment to the vision, goals and principles of the High and Complex Needs Interagency Strategy

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- respect for others' knowledge and experience
  - excellent written, oral and interpersonal communication skills, including the ability to communicate complex ideas simply to a variety of audiences
  - maintaining a high level of technical and professional skills/knowledge in position-related areas.
  - excellent group work and facilitation skills
  - knowledge and skill to include Māori paradigms of practice and service delivery in planning processes
  - the ability to work effectively with Māori and Pasifika children young people and families
  - excellent presentation skills, altering style for different audiences
  - ability to focus on operational issues whilst understanding strategic context
  - ability in developing and maintaining relationships with managers in different agencies as well as front line workers
  - an ability to facilitate and effectively resolve differences by creating constructive solutions.
  - excellent planning and organisational skills, self-motivated and able to work/autonomously
  - ability to create a positive atmosphere where others are willing to participate and share their knowledge and expertise
  - proactive relationship management skills, has personal presence, impact and influence
  - commitment to keeping knowledge up to date through research and participation in conferences and other forums
  - knowledge and understanding of the social services environment and the complexity of pressures that can impact on stakeholders.
  - resiliency and the ability to work under pressure
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