

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Manager Clinical Services
Group:	Tamariki and Whanau Services – Health and Clinical Services
Reports to:	National Manager – Specialist Services
Location:	Central North Island covering Waikato, Bay of Plenty, Taranaki, Gisborne and Hawkes Bay
Direct Reports:	Yes
Budget:	Yes

PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

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

The Oranga Tamariki way



POSITION PURPOSE

The purpose of the Tamariki and Whānau Services business unit is to provide services and support to tamariki and whānau through regional and local level partnered practices, national practice models and operational support.

The purpose of the Health and Clinical Services team is to provide specialised care and support to individuals with high and complex needs.

As part of the Health and Clinical Services team, the Clinical Service Manager's primary objective is to provide leadership and to manage the delivery of high quality, specialist psychological and therapeutic services for tamariki and rangatahi, who have experienced trauma and abuse, and to ensure that Oranga Tamariki fulfil its delivery obligations.

The Clinical Service Manager is responsible for the functional and operational leadership and management of the clinical service. They will implement and maintain nationally agreed protocols, processes, and systems to enable full and effective delivery of services from the specified Clinical Services locations. This includes utilising support services and resources from Clinical Services and close communication and collaboration with the National Manager Specialist Services and Chief Psychologist.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Delivery Management	<ul style="list-style-type: none"> - Lead and manage Clinical Services kaimahi by providing an environment within which delivery of clinical practice excellence can be achieved in accordance with relevant practice and ethical guidelines. - Ensure efficient and effective delivery of Clinical Services which are responsive to client and their family/whanau. - Ensure that service delivery goals and professional quality assurance measures are met. - Develop and maintain effective relationships with other Government, Non-Government and Community Agencies. - Manage the financial resources and assets efficiently and effectively

- Manage staff effectively, ensuring appropriate support for staff and compliance with health and safety legislation.
- Identify and manage clinical and organisational risks and escalate where appropriate.
- Contribute to the Health and Clinical Service's business plan and develop and implement site plans in line with organisational and regional priorities.
- Ensure clinical practice is informed by evidence and is delivered in a way that maximises available resources.
- Drive practice and performance improvement initiatives
- Monitor and report on Clinical Services performance
- Respond to complaints in accordance with Organisational procedures
- Ensure Ministerials, Official Information Act and Privacy Act requests are managed in accordance with Organisational standards.

Leadership and Management	<ul style="list-style-type: none"> - Act positively in creating and maintaining a safe and healthy working environment and to comply with health, security and safety measures required by law. This includes providing necessary information, training, and supervision for all employees - Ensure the supervision and other professional development processes and supports are in place for all members of the team. - Demonstrate an understanding and application of respect for cultural considerations in the delivery of services to clients. - Ensure appropriate communication with the teams, disseminating professional and organisation resources and information. - Demonstrate personal and professional conduct in the workplace that is ethical and professional. - Actively support client rights and responsibilities. - Demonstrate collegial support and act in the interests of the wider Health and Clinical Services. - Carry out delegated tasks, in the National Manager's absence.
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 - Perform any other duties as needed by Oranga Tamariki - 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 policies, procedures, guidelines, and standards of integrity and conduct - Demonstrate a commitment to and respect for the Treaty of Waitangi.

KEY RELATIONSHIPS

IN-CONFIDENCE

Internal	<ul style="list-style-type: none">- Clinical Services staff - Psychologists, Therapists, Administrators and others as required- Specialist Services Leadership team and the wider Health and Clinical Services leadership- Chief Psychologist- Principal Advisor Health Outcomes- Principal Advisor Disability- Regional Disability Team Leader- Specialist Child Interview Teams- Site Managers, Social Workers, Supervisors, and Practice Leaders- Regional Commissioners- Legal Services- Regional Disability Advisors & Health and Education Advisors- Learning and Development- Other Oranga Tamariki kaimahi
External	<ul style="list-style-type: none">- Health New Zealand – paediatric services; child and adolescent mental health services; child development teams,- Disability Support Services (MSD)- Ministry of Education- Universities and Tertiary institutions.- Professional bodies.

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none">- Post graduate qualification in psychology, mental health or equivalent clinical field.- Relevant professional registration under the Health Practitioners Competence Assurance Act 2003 (HPCA Act).- A management or leadership qualification is preferred.
Experience	<ul style="list-style-type: none">- Proven experience in leading and managing a team of clinical professionals including psychologists, mental health clinicians, and other professionals in the delivery of specialist clinical services.- Proven successful experience in business planning, fiscal management, resource allocation, and performance monitoring processes.- Demonstrated management experience in politically complex environments.- Successful experience in motivating people for improved performance using performance management frameworks.
Skills	<ul style="list-style-type: none">- Highly competent verbal and written skills (including able to write proposals, review, and feedback on written material).- Demonstrated ability to build and maintain key stakeholder relationships.- Strong understanding of the mental health sector, including referral and triage protocols- Tact and diplomacy in handling sensitive information

- High level analytical skills, including the ability to understand complex performance data.
- Strengths-based leadership, with the ability to collaborate with others to achieve mutually agreed goals.
- Strong experience in performance and quality improvement
- An ability to resolve conflicts or difference by finding areas of agreement that benefit the organisation and individuals.
- Well-developed problem-solving skills
- A knowledge of relevant legislation (Oranga Tamariki Act 1989 and Care of Children Act 2004 etc).

Other requirements

- Willingness to travel within New Zealand to fulfil the requirements of the role
- Understanding of Te Tiriti o Waitangi, and its application to the work of Oranga Tamariki
- A clean, current driver's licence is essential
