

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Regional Commissioner
Group:	Tamariki and Whānau Services
Reports to:	National Commissioner
Location:	As specified
Direct Reports:	Yes
Budget:	TBC

## PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, 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

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

**Our values**



**POSITION PURPOSE**

The Tamariki and Whānau Services group provides services and support to tamariki and whānau through regional and local level partnered practices, national practice models, and operational support.

The purpose of the Regional Commissioner position is to lead the regional team to ensure the delivery of high-quality care, protection, and caregiver services for tamariki and whānau, ensuring Oranga Tamariki continues to be an organisation that provides social work and other professional support to tamariki and whānau when they need it from us. This role will provide leadership and support to front line sites and seek to continually improve their performance and to better integrate social service delivery across the region. In addition, this role will oversee the implementation and compliance with policies, practice and programmes of the operational level at a regional level.

The Regional Commissioner has accountability to work across the site managers to ensure a collective view of resource ownership is practiced allowing a flexible yet aligned and coordinated approach across site boundaries to meet operational challenges and expectations. The Regional Commissioner will assist sites to develop and enhance local relationships with key stakeholders and providers.

At a regional frontline level, the Regional Commissioner will have oversight of how sites deliver their services. Providing clear direction and support the Regional Commissioner will set expectations and relevant KPIs to frontline site managers and frontline kaimahi to seek to continually improve performance and delivery. Further they will ensure the requisite reporting and monitoring processes are in place and provide relevant data and information for leadership to make good decisions and that timely responses are provided to Ministerial questions and national office requests.

As part of the National Commissioner’s regional leadership team, the Regional Commissioners have collective responsibility for the performance of Tamariki and Whānau services for their region. This position will work closely with leaders in Youth Justice and Residential Care Practice and the Chief Social Worker and Professional Practice group to ensure all senior service delivery leaders know and understand practice expectations. Working together they will develop and drive continuous improvement strategies, aligned with expectations and which prioritise an uplift in our practice quality and service delivery to tamariki and whānau.

Through strong and effective leadership this role will also seek to support at a site level relationship management with Strategic Partners in the Community to provide locally led solutions for tamariki and whānau.

## KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<p><b>Operational Management</b></p>	<ul style="list-style-type: none"> <li>- Ensure that all tamariki and rangatahi who reach out to Oranga Tamariki receive the appropriate support and services to address their needs and enhance their well-being by acting as a champion for child safety.</li> <li>- Manage, implement, and monitor the financial, human and asset resources of the operational area within the Ministries’ policies, guidelines, standard operating procedures and performance standards.</li> <li>- Model desired organisational culture and values through their own behaviour.</li> <li>- Drive alignment of integrated service delivery within their region and across service offerings to support tamariki and rangatahi.</li> <li>- Lead, develop and inspire the regional team of site managers and frontline support services to ensure that responsive and high-quality services are provided to tamariki, rangatahi, families/whānau and caregivers.</li> <li>- Ensure high quality regional outcomes are achieved through demand and resource management, strategic partnerships, use of specialist and intensive services and locally led solutions are encouraged.</li> <li>- Together with colleagues, implement the vision of Oranga Tamariki.</li> <li>- Collaborate with sector partners to support the wider children’s system to meet the needs and improve outcomes for tamariki, rangatahi and whānau.</li> <li>- Work with the wider children’s system to enable our Treaty and community partners to design future services.</li> </ul>
<p><b>Leadership and management</b></p>	<ul style="list-style-type: none"> <li>- Lead people and engage with others in ways that help us navigate the future with a focus on employee engagement and retention.</li> <li>- Engage directly with all kaimahi and demonstrate visible leadership across the region.</li> <li>- Constantly challenge yourself and others to ensure everything we do ultimately contributes to the strengthened safety and oranga of the tamariki we are working with.</li> <li>- Take an inclusive approach to identify, coach, and develop high performing people and teams through a genuine understanding p our kaimahi’s potential and motivations.</li> <li>- Create succession plan for key regional roles.</li> <li>- Deliver results by making things happen through collaboration across region and with other regions where applicable.</li> <li>- Lead in a public service context, contributing to a better New Zealand.</li> <li>- Demonstrate the values of Oranga Tamariki in all you do.</li> </ul>

## IN-CONFIDENCE

Key Result area	Key Accountabilities
<b>Relationship Management</b>	<ul style="list-style-type: none"><li>- Actively manage conduct and performance matters effectively and in a timely manner.</li><li>- Demonstrate leadership characteristics such as honesty, courage, curiosity, resilience, self-awareness, and agility.</li><li>- Understand and implement your manager Health, Safety and Security accountabilities.</li><li>- Ensure health, safety and security policies and procedures are understood, followed, and implemented by all employees.</li><li>- Lead in a manner that promotes and encourages a culture of teamwork, innovation and excellence in customer service.</li><li>- Promote and role model the values and goals for Oranga Tamariki including good employer principles and practices and expected high standards of integrity, ethics, and behaviour in all operations of Oranga Tamariki.</li></ul> <ul style="list-style-type: none"><li>- Develop, maintain, and build effective working relationships with key stakeholders both internally and externally to Oranga Tamariki.</li><li>- Ensure the regional team's work is integrated within Oranga Tamariki and inter-dependencies are identified and managed.</li><li>- Work closely with the business to ensure operational policies and guidance are implemented effectively and achieve the outcomes sought.</li><li>- Ensure the team works well with other parts of Oranga Tamariki to engage stakeholders effectively, including children and young people.</li><li>- Work collaboratively and effectively with colleagues across the wider Tamariki and Whanau Services group, to provide strategic leadership nationally to deliver successfully on the national objectives.</li></ul>
<b>Quality Assurance and Compliance</b>	<ul style="list-style-type: none"><li>- Ensure that all operations comply with relevant legislation, policies, and standards set forth by the ministry and other governing bodies.</li><li>- Implement a regional risk register to oversee risks and take the appropriate action to mitigate risk at the earlier opportunity. Escalating when required to provide visibility to the appropriate oversight functions.</li><li>- Implement and maintain quality assurance processes to ensure the safety, well-being, and rights of the children in care.</li><li>- Lead the identification and mitigation of risks associated with service delivery, safety, and compliance to enable the implementation of risk mitigation and management measures.</li><li>- Establish an active learning culture to deliver continuous improvement across the region by way of introducing a continuous improvement framework that can be monitored and reported on.</li></ul>

## IN-CONFIDENCE

<b>Key Result area</b>	<b>Key Accountabilities</b>
<b>Cultural Competency</b>	<ul style="list-style-type: none"><li>- Have a strong understanding of, and commitment to te Tiriti o Waitangi, and kaupapa Māori approaches of practice.</li><li>- Champion the Oranga Tamariki Māori cultural framework and ensure that the framework is applied throughout this mahi.</li><li>- Champion and encourage the five objectives of mana tamaiti, whakapapa and whanaungatanga.</li><li>- Knowledge and understanding of tikanga Māori and te reo Māori.</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>

## KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"><li>- Tamariki and Whānau Services</li><li>- Youth Justice Services and Residential Care</li><li>- Chief Social Worker and Professional Practice Group</li><li>- Enabling Communities and Investment</li><li>- Systems Leadership</li><li>- People Culture and Enabling Services</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>- Independent advocacy service</li><li>- Ministry of Health</li><li>- Ministry of Education</li><li>- Ministry of Social Development</li><li>- Iwi and Māori organisations</li><li>- New Zealand Police</li><li>- Family Court</li><li>- NGOs and other providers and partners</li><li>- Monitoring oversight agencies</li></ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- A relevant tertiary qualification is desirable.</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>- Willingness to travel within New Zealand to fulfil the requirements of the role.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Experience of leading at an executive level and demonstrated experience in leading high performing teams.</li> <li>- Leadership at both strategic and operational level preferably in front-line service delivery operations.</li> <li>- Knowledge and/or experience of contemporary issues in social service delivery.</li> <li>- Leading and advocating for continuous service and delivery improvement.</li> <li>- People management that empowers people to develop and grow into leaders of the future.</li> <li>- Being a change agent that has delivered improved ways of working that has contributed to strengthening organisational culture.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>- Excellent verbal, written and interpersonal communication skills.</li> <li>- Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others.</li> <li>- Understanding and appreciation of cross-cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.</li> <li>- Strong understanding of the machinery of Government.</li> <li>- Strong problem resolution and risk management skills – able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and provide sound advice based on these considerations.</li> </ul>