POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Supervisor Homes
Group:	Youth Justice Services and Residential Care
Reports to:	Community Homes Lead (for duration of pilot then Community Residential Services Home Manager)
Location:	As specified
Direct Reports:	Yes
Budget:	No

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	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 Supervisor leads a team of support staff within an Oranga Tamariki care Home to ensure the effective delivery of the Home's purpose and care service objectives. This includes overseeing the development and implementation of All About Me Plans for tamariki and rangatahi, ensuring clarity of permanency goals, and monitoring progress.

The Supervisor is responsible for implementing and maintaining protocols, processes, standard operating procedures, and systems that support high-quality service delivery. The role requires close collaboration with the Community Residential Services Manager, Site Manager, and Practice Leader, as well as engagement with multi-disciplinary teams, community providers, and key partners.

The Supervisor also delivers training and reflective supervision for caregivers and staff, and ensures services and resources are managed in accordance with the Oranga Tamariki Act 1989, the State Sector Act 1988, and other relevant legislation.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Service delivery	– Responsible for the effective and efficient delivery of a safe and relational care service in accordance with relevant legislation, policies and business plan priorities – Lead and manage a team including caregivers and support staff, by providing an environment within which service delivery excellence can be achieved – Contribute to the efficient and effective management of financial resources and assets working within the home's budget – Ensure that the Professional Supervision Policy operates effectively as per the policy guidelines and that staff health and safety systems including the Dangerous Situations, CISM and EAP Policies are operating within locations – Ensure that Care Standards and objectives are managed and met

Key Result area	Key Accountabilities
	– Promote and maintain effective relationships with partner agencies, NGOs, Iwi and Pacific people, community groups and contracted service providers as they relate to casework – Manage the effective use of contracted services in Oranga Tamariki in accordance with stated outcomes, national priorities and standard operating procedures to ensure high quality outcomes for children, young people and their families – Work with the Community Residential Services Manager and Manager Family and Community Homes to regularly assess and monitor home practices and processes to ensure they continue to meet the needs of clients' and Oranga Tamariki. Where appropriate, identify and implement improvement opportunities as required – Respond to complaints in accordance with Oranga Tamariki procedures and ensure Ministerials, Official Information Act and Privacy Act requests are managed in accordance with organisational standards – Identify and manage risks, including safety risks and escalate where appropriate – Contribute to and implement practice improvement recommendations as outlined in audit reports.
Key Collective Accountabilities	– Assess and monitor and advocate for tamariki, rangatahi and whanau to make progress against agreed goals in the All About Me Plan so that they progress towards permanency. – Support implementation of the Practice Approach and Model of Care in the Home – Ensure consistency of operational practice across the Home in accordance with statute and Oranga Tamariki Policy – Contribute to the management of this care service delivery within budgetary allocations – Build staff capability to ensure service excellence by providing formal training monthly and reflective supervision weekly to all team members in the Home – Identify and manage internal and external service delivery risks and ensure intervention and escalation as appropriate – Build the focus on quality within Oranga Tamariki and promote and support quality assurance practices – Ensure that activities comply with all relevant legislation and ethical and industry standards.
Leadership and management	– Future builder - help staff and the organisation navigate the future – People builder – develop people and identify talent – Deliverer - make things happen, with and through others – Steward - lead in a public service context, contributing to a better New Zealand

Key Result area	Key Accountabilities
	– Understand and implement your manager Health, Safety and Security accountabilities – Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.
Being part of the Oranga Tamariki team	– Actively and positively participate as a member of the team and proactively partner with and provide support to local Tamariki and Whanau Services sites and regions – 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 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	– Social Workers, Supervisors and Practice Leaders – Caregiver Recruitment and Support Community Residential Services Manager and Manager Family and Community Homes – Specialist Services – Oranga Tamariki staff
External	– Contracted service providers – Partner Agency representatives, health, education, police – NGO representatives – Service and Community Providers

QUALIFICATIONS & EXPERIENCE

Qualifications	– A relevant tertiary qualification in social work is mandatory – A clean, current driver's licence is essential.
Experience	– Proven successful experience in quality social work service delivery – Success in influencing improvements in the quality of social work practice

	– Experience in planning, financial management, resource allocation and performance monitoring processes – Proven practical background in process planning – including how to set up systems and processes to ensure efficient service delivery with a focus on quality and risk management. This includes systems and people management aspects of process planning – Experience in complex politically sensitive environments – Proven and successful people management experience including motivating people for improved performance – Successful management of risk in critical situations – Proven experience in supporting staff in the complex and sometimes difficult role they undertake – Demonstrated ability to work in collaborative peer and other stakeholder relationships – A sound knowledge of relevant legislation.
Skills	– Strong line management and supervisory ability – Understanding of the social services environment and the complexity of pressures that can impact on staff – Strengths-based leadership, with the ability to collaborate with others, across the spectrum of Ministerial functions, to achieve mutually agreed goals – Working to resolve conflicts or difference by finding areas of agreement that benefit the organisation and individuals – An ability to influence action in areas for which they have responsibility – An ability to build and maintain rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills – Commitment towards positive outcomes for children, young people and their families – An ability to anticipate and resolve problems making decisions based on sound risk management analysis – Understanding of the governance arrangements and public sector context within which Oranga Tamariki works and applies it to judgement and decision making – An ability to resolve problems and make decisions with limited information and in practical and straightforward way – High level computer skills including Word, Excel, email and data entry – Excellent verbal, written and interpersonal communication skills – Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others – Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.