# Ministry of Social Development logo

# Senior Advisor Regional HSS

# Health Safety and Security

## 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.

## Our strategic direction



## Our Values



## Working in the Public Service

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.

## The outcomes we want to achieve

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| --- | --- | --- |
| 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

## **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

## Position detail

The purpose of the Senior Advisor Regional Health, Safety and Security position is to provide expert advice and professional support to Ministry leaders and staff to ensure health, safety, security and wellbeing outcomes are developed and delivered. This includes providing specialist operational and strategic advice, training and guidance to people with key HSS accountabilities across the Ministry, including Senior National, Regional and Site Managers and Health and Safety Representatives.

The role operates in a dynamic busy environment, managing a varying mix of proactive prevention work and real time response to health, safety or security incidents across the country.

The Senior Advisor Regional HSS works closely with senior managers and other key staff across the organisation to:

* respond immediately to critical or serious HSS incidents
* investigate causational links to incidents and report accordingly to Senior Regional and National Managers using this information to drive improvements
* develop HSS expertise and capability at all levels across the organisation
* ensure sound management of health, safety or security incidents
* drive ownership of HSS accountabilities
* ensure ACC accredited employer programme requirements are well managed
* support the wellbeing of staff and managers
* provide assurance of effective HSS management practices across the Ministry

The Senior Advisor Regional HSS plays a critical role in the Ministry’s HSS continuous improvement cycle; undertaking investigations, debriefs and safety and security reviews to ensure risks are appropriately managed, recommending and supporting changes to local and national procedures, systems and policies as required.

A key function of the role is to provide strategic and tactical advice to the wider HSS team on policy and process development with particular reference to practicability and communication of health safety and security direction. The role supports and delivers effective operationalisation and implementation of HSS programmes and initiatives including developing, prototyping and testing HSS solutions to ensure they are relevant and fit-for-purpose. Monitoring and taking a continual improvement approach also ensures products, procedures and resources are kept up to date.

The Senior Advisor Regional HSS has responsibility for fostering and managing national and local external relationships across government departments and other agencies including third party administrator, ACC, Worksafe, electronic security, guarding services providers and auditors.

### Location

Various

### Reports to

Manager HSS Operations

## Key responsibilities

### Leadership

* Provides strategic and technical and operational leadership to ensure the Ministry can develop and deliver its health, safety, security and wellbeing outcomes, modelling expected behaviours to managers and staff to create a desired health, safety, security and wellbeing culture
* Identifies enhancements to health and safety systems and business processes, and leads the implementation of improvements
* Promotes the value provided by the wider Health, Safety and Security team
* Provides leadership and oversight for specified projects and work programme deliverables
* Embeds core HSS policies, frameworks and accountabilities.

### Stakeholder and Relationship Management

* Establishes effective, enduring and trusted working relationships with key internal and external stakeholders including senior managers across MSD
* Provides leadership, developing effective relationships at all levels of the organisation to transfer knowledge and ideas for the benefit of the wider organisation
* Establishes positive relationships with other business groups to resolve sensitive issues, plan for and respond to emergency situations and ensure staff safety and wellbeing
* Establishes strong and strategic partnership-based relationships with managers, HSRs and union representatives to support strong worker participation across the organisation
* Manages effective professional relationships with external parties such as the Ministry’s third party administrator, tautiaki provider, ACC, Employee Assistance Programme and electronic security providers to:
  + ensure a high level of performance is attained and contractual requirements are met
  + manage complaints or issues to a satisfactory resolution
* Works closely and collaboratively across the wider HSS team to align, develop and coordinate work items, in particular ensuring that strategies, policies and procedures are effective

### Technical Expertise in Health, Safety and Security

* Provides operational leadership and expert advice on best practice across all elements of HSS to grow HSS capability in managers across the organisation
* Provides expert HSS technical advice and guidance to support the delivery of HSS activities, including real time advice on the management of serious HSS incidents and high risk clients and mental health first aid response for staff
* Prepares detailed investigation, evaluation and reporting to identify emerging trends in order to enhance the health, safety and wellbeing of staff
* Interprets legislation, regulations and policy to ensure effective HSS practices
* Acts as subject matter expert for all MSD HSS policies and procedures to ensure their effective implementation
* Provides expert guidance and direction to managers about health and safety risk management, in order to ensure workplace risks are appropriately managed
* Identifies security risks, providing expert advice and solutions to mitigate them
* Provides subject matter expertise for National Office HSS work programme items, working alongside the Technical Advisory and Strategy and Risk teams
* Develops innovative solutions that comply with legislation for situations outside those foreseen by policies

### Accountability and Assurance Management

* Provides expert training, guidance and advice to roles with key HSS accountabilities, including managers and Health and Safety Representatives across the Ministry
* Manages the ACC Accredited Employer Programme, facilitates and supports the self-assessment and assurance process ensuring the Ministry is able to meet audit standards.
* Undertakes regular site visits, pulse and assurance checks to ensure that the HSS activities performed within the organisation meet requirements
* Drives the ownership of HSS accountabilities among regional managers and staff to raise the overall compliance levels to ACC audit requirements
* Completes a structured regime of internal audits and investigations to determine root causes, driving changes to processes and practices that improve HSS outcomes for staff.

### Injury Management

* Provides expert oversight of the third party administrator Case Management of injured MSD employees, approving recommendations and expenditure for weekly compensation, treatment and rehabilitation plans and ensuring timely and effective service for staff and managers
* Evaluates and decides cover for ACC work injury claims on behalf of the Ministry, including payment of injury related costs
* Provides advice and support to Managers to ensure injured staff are supported through rehabilitation plans for their return to work
* Advocates for affected staff members where required with the third party administrator or other providers

### Risk, Hazard and Threat Identification and Management

* Provides expert advice and guidance to managers during critical and serious incidents and in the ongoing management of high risk clients
* Where broader organisational risks are identified, partner with internal stakeholders, such as HR, Service Delivery and Risk & Assurance to ensure they are managed effectively
* Actively identify risks, threats and hazards, recommends and supports implementation of agreed mitigation strategies and controls
* Assesses and analyses risk, threat and hazard identification information from all levels of the organisation using insights and analysis for reporting, developingNational HSS plans and activities
* Provides expert advice to managers on project and initiative risks to ensure safe operating environment for staff

### Change Leadership and Continuous Improvement

* Drives the effective implementation of the Ministry’s health, safety, security and wellbeing strategies, policies, standards and measures
* Actively contributes to the development of HSS policies, procedures and initiatives, advising on practical application and emerging risks
* Conducts Incident Cause Analysis Method (ICAM) investigations into serious and critical incidents as required, including the review of organisational controls and identifying enhancements to national and local processes to improve safety and security
* Develops and delivers training programmes for managers and staff, including collaboration with the Senior Advisor HSS Training and Engagement where national training needs are identified
* Supports managers to conduct debriefs after serious and critical incidents, ensuring process or practice improvements are implemented across the Ministry as appropriate.

### Workplace Mental Health and Wellbeing

* Provides advice, support and coaching on wellbeing for both individuals and groups
* Coordinates Critical Incident and Stress Management (CISM) debriefs and individual support for serious and critical incidents in conjunction with the Ministry’s EAP provider
* Provides leadership and support to managers where staff need mental health first aid support
* Promotes and encourages the use of EAP services and Wellbeing initiatives
* The Senior Advisor Regional HSS is in frequent close communication with managers and will at times be called upon to mentor and support managers with other issues that confront them.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at 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.

## Know-how

* A relevant tertiary qualification and/or equivalent experience
* In-depth knowledge of and experience in health, safety and security (preferably in the public sector or a large and complex national organisation) including:
  + Experience in the effective management of health, safety and security incidents, including escalation and de-escalation procedures
  + Demonstrated experience in auditing and reporting activities in relation to health, safety and security activities performed by managers and staff
  + Experience in the identification of information to assess and manage:
  + health and safety hazards and risks
  + security threats
  + Demonstrated experience carrying out investigations in health, safety and security.
* A good understanding of relevant legislation including the Health and Safety at Work Act 2015, Employment Relations legislation, Crimes Act, Privacy Act, Trespass Act and the Accident Compensation Act 2001, including relevant case law
* Proven experience in injury management in a large organisation and excellent understanding of injury management processes, procedures and accountabilities, including the ACC Accredited Employers Programme audit standards and requirements
* Experience and understanding of physical and personnel security systems, including surveys and inspections and investigation of security breaches
* Knowledge of security equipment, monitoring, maintenance and guard services, including the installation and management of access control, intruder alarms and closed circuit television

## Attributes

* Capable of thinking from different perspectives, able to recommend new and innovative processes or developments and solve complex problems
* Sound analytical skills – clarity of thinking, defines problems, gathers all necessary information and produces thorough, objective and sound advice.
* Effective communication skills – able to communicate concisely and clearly in all medium, able to adapt style to meet the needs of the audience
* Strong partnership builder, able to establish, build and maintain effective working relationships at all levels of an organisation
* Exercises sound judgement, integrity and political sensitivity
* Self-starter with initiative – is energetic, motivated and committed to excellence, keeping on top of developments within the field and implementing changes
* Able to work under pressure - organises and schedules own work to meet competing demands/deadlines without compromising quality
* Proven credibility, integrity and professionalism – always demonstrates these characteristics
* Demonstrates a collaborative, continual improvement focused and forward-thinking style, is committed to learning and extending self and continuously seeks opportunities for different and innovative approaches to work
* Excellent facilitation skills with the ability to effectively train large and small groups from different backgrounds and across different levels of the organisation.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Manager Health, Safety and Security Operations
* Health, Safety and Security Managers and team members
* Regional Commissioners and Regional Directors
* Service Line and National Office Managers and staff
* Property and Facilities Managers and staff
* HR Managers and staff
* All Ministry employees across all service lines.

### External

* ACC
* EAP provider
* PSA and other unions
* Other Government Departments
* Security Service providers
* Third Party Administrators
* External and Internal training providers, contractors or suppliers
* NZ Police.

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance – No

### Children’s worker – No

**Travel required – Yes**

**Position Description Updated:** August 2021