# Ministry of Social Development logo

# Lead Strategic Advisor

# Historic Claims

## 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\***

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| --- | --- |
| 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

### Overview of position

The Lead Strategic Advisor takes a lead role in supporting the Historic Claims team to:

• Establish and maintain a cross agency approach (including health, MOE, OT and MSD) to development of key policy decisions - in order to reflect the Governments principles

• Provide advice on how to operationalise and support the implementation of legal advice and guidance received from MSD Legal and/or Crown Law

• Act as the Historic Claims lead to support preparation for litigation

• Support the development of policy papers and strategic advice for the Historic Claims Team, the Leadership Team and the Minister (as required)

• Provide a specific support for legally complex or technical claims so that we can understand any the barriers to redress and look to progress as many of these as possible.

• Take a lead role in developing / responding to work coming out of the Crown Response Unit/Office.

### Location

National Office, Wellington

### Reports to

Director Strategy

## Key responsibilities

### Strategic Leadership and Advice

• Provision of high quality advice and counsel on strategies to resolve historic claims, ensuring that organisational risks and opportunities are identified and balanced with the need for claimants to achieve resolution

• Contribute to the strategic direction of Historic Claims and MSD through use of expertise and advice

• Provide thought leadership to support policy direction in respect of claims of historic abuse

• Contribute to the discussion of and implementation of strategic management issues

• Ensure the implications of the Treaty of Waitangi, Human Rights and equity considerations are fully addressed in our work

• Articulate the Ministry’s position and strategy on issues (and related rationale) with accuracy and persuasion

• Contribute to strategic level commentary on the historic claims-wide view of the projects and programmes

### Litigation and Trial Support

• Provide support in contacting and managing relationships with witnesses, including assisting in briefing and supporting witnesses as agreed with the litigation team

• Provided advice, as required, to assist in the provision of instructions on behalf of the Historic Claims team in respect of operational decisions for individual claims.

### Relationship Management

• Establish, develop and maintain effective trusted advisor relationships with internal and external stakeholders so that the Ministry is able to contribute in a sustained manner in consideration of historic claims of abuse and the ability to learn for these

• Work in a collaborative way with other agencies involved in claims of historic abuse (Health, education, Oranga Tamariki etc)

• Positively contribute to joint exercises and projects with the leadership team

• Provide timely support and advice to the Director Strategy, General Manager, Deputy Chief Executive, the Leadership Team and senior managers on resolution of claims, supporting them in delivering their business objectives

• Champion the Ministry and its values, demonstrate leadership across the Ministry, and build strong internal and external relationships.

### Risks and Issues Management

• Assist in identifying, addressing, and ensuring timely response to resolve on-going and emerging issues facing Historic Claims

• Provide the advice on the management of strategic issues impacting of achieving outcomes for claimants.

### Achieve efficient and effective resolution of historic claims

• Support the development and implementation of planning and reporting templates that support the Historic Claims team to resolve claims in a manner that is mana manaaki (a positive experience every time)

• Identify opportunities to partner with others to deliver a better service for claimants

• Work with the Director Strategy to facilitate a whole MSD approach to Historic Claims ensuring coordination and interrogation across all business groups and relevant external stakeholders

• Ensure a focus on claimants’ need whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements

• Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants.

### Building Māori Capability and Responsiveness

• Ensure a culturally responsive service is provided to claimants and their whānau, hapu and iwi

• Work in partnership with iwi, hapu and whānau as appropriate

• Support the development of the Māori capability and responsiveness across the team

• Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Maori within the decision-making process.

## 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

• An established record of operating and influencing and providing advice at a senior leadership level, demonstrating good judgement, intellectual flexibility and originality, and the capacity to think strategically

• Have a demonstrated understanding of tikanga Māori and te reo Māori

• Preferably tertiary qualification in a relevant discipline or equivalent operational experience

• Extensive experience managing relationships in a complex environment

• An understanding of the application of relevant areas of law in which the Ministry operates

• A strong understanding of policy and practice issues relevant to the Ministry’s business

• Extensive experience in the public sector

• Excellent knowledge of the public sector environment and the role, duties and expectations of public servants

• A proven record of managing strategies and projects/programmes in a complex and demanding environment

• Proven project management experience, particularly in the management of multi-faceted, complex and multi-stakeholder projects within the public sector

• Preferably experience in communications and risk management.

## Attributes

* Highly developed analytical and conceptual thinking ability
* Strong partnership builder. The ability to collaborate with others across the spectrum of organisational functions
* Ability to manage complex working relationships with people at all levels within the Government, public and voluntary sectors and with community interest groups and networks in a discrete and confidential manner.
* Excellent communication and interpersonal skills including correspondence writing and presenting.
* Excellent analytical and problem-solving skills - able to identify and define problems, provide resolutions, and make decisions through the exercise of sound and appropriate judgment – frequently in time pressured situations.
* Ability to deal with multiple complex ideas in parallel, developing practical actions, including obtaining engagement, commitment and buy in from relevant stakeholders
* Ability to perform under pressure.

## Key relationships

### Internal

* Historic Claims team managers and staff
* MSD Legal Services
* Offices of the Deputy Chief Executives
* Other MSD employees

### External

* Claimants
* Other government agencies
* Non-government organisations
* Members of the public
* Lawyers and advocates

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited adhoc travel may be required

**Position Description Updated:** September 2020