# Ministry of Social Development logo

# Senior Advisor

## Māori, Communities and Partnerships

## 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 purpose of the position is to:

* Lead and contribute to service design and improvement of social services within Safe, Strong, Families and Communities.
* Provide on-going support and advice to internal and external stakeholders.
* Develop, identify and report national trends and issues impacting on the quality of services, programmes and practice.
* Providing high quality qualitative and quantitative analysis and reports to assess service outcomes and identify opportunities and challenges, for key internal and external stakeholders.
* Build relationships with community organisations, key government stakeholders and internal ministry staff and foster an environment of increased capability and capacity. This includes working closely with Māori, Communities and Partnerships (MCP) staff and management of the interface with other Ministry (MSD) business groups.

### Location

National Office, Wellington

### Reports to

Team Leader

## Key responsibilities

### Strategic Advice and Support

* Provide intellectual subject matter expertise and leadership in development of services to vulnerable adults and their families/whānau.
* Advise on the strategic direction of projects and initiatives in conjunction with the project team and senior management.
* Participate in or lead significant projects or initiatives.
* Make a significant contribution to the strategic direction of MSD through influence, expertise and advice.

### Project Management

* Provide project leadership to allocated work and initiatives.
* Ensure that conventional project management methodology is followed in relation to managing and implementing projects.
* Identify risks and contingency plans to minimise/eliminate these.
* Identify strategic implications and linkages.
* Advise on policy implications arising out of projects.
* Provide reports on progress against projects as required.

### Relationship Management

* Build and maintain extensive liaison and networks with targeted stakeholders.
* Represent and support the Team Leader at forums, committees and working groups. Facilitate contact between the stakeholders at a national level and other MCP and MSD staff.
* Establish a positive, credible profile for MCP and MSD.
* Establish effective relationships with MSD staff and work co-operatively with them on initiatives of mutual benefit.

### Leadership

* Provide coaching and/or mentoring to other team members as well as professional support and advice as necessary.
* Provide a leadership role in forums and processes within MCP and within wider MSD and external forums as required.
* Represent and support the Team Leader where required.

### Process Improvement

* Analyse business and project processes to evaluate their effectiveness and efficiency.
* Suggest process improvements and redesign sub optimal business processes to improve operational processes.

### Reporting, Monitoring and Risk Management

* Monitor and report on the effectiveness of campaigns/initiatives.
* Write regular and ad hoc reports, as appropriate, on work in progress/initiatives for the Group General Manager, Director, Deputy Chief Executive, Chief Executive, and Minister, stakeholders and the general public.
* Advise on risk areas and emerging issues and on strategies to manage these risks.

## 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

* Proven experience in conducting market research to understand service gaps and identify opportunities
* Good understanding of the issues presenting within rural and isolated communities.
* Experience in the social services/health/education field particularly in the development, implementation, and delivery of services or programmes.
* A sound understanding of social wellbeing and service design and the ability to apply/adapt this to reality in the MCP environment.
* Experience in developing commissioning frameworks and processes and contributing to funding allocation models.
* Demonstrated leadership and experience in project management.
* Demonstrated ability to work in a team environment, to manage and contribute to team performance and outcomes.
* Demonstrated ability to see the “big picture” and understand the strategic context of projects.
* Relevant tertiary qualification is desirable
* Knowledge of government processes and direction.

## Attributes

* Strong analytical, conceptual and strategic thinking ability
* Strong relationship management skills – able to establish, build and maintain relationships with a variety of stakeholders
* Exercises sound judgment and political sensitivity
* Highly effective communication skills – able to communicate effectively at all levels to achieve understanding, commitment and agreed outcomes
* Strong Interpersonal skills – able to adapt these to suit the needs of the audience
* Highly developed facilitation skills and ability to work with a wide variety of stakeholders
* Strong writing skills and the ability to provide evidence-based and balanced analysis
* Flexible, adaptable and pragmatic

## Key relationships

### Internal

* Team Leader, Safe, Strong Families and Communities
* Managers, Safe, Strong Families and Communities
* General Manager, Safe, Strong Families and Communities
* MCP management and staff
* Managers and staff across MSD

### External

* Non-government agencies and community networks
* National, regional and local NGOs
* Staff from other Government departments/agencies
* Iwi/Maori and pacific peoples organisations and interest groups and their staff
* Relevant professional, training and practice organisations 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:** March 2025