# Ministry of Social Development logo

# Team Leader

## 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 role of the Team Leader is to develop a high-performing team and to provide strategic leadership for key projects.

### The Team Leader will oversee the various large-scale work programmes. The role will focus on designing and developing social services in partnership with community, whānau and government agencies as well as portfolio oversight and relationship management.

### Reporting to the Manager, within the Safe, Strong Families and Communities group, the role is responsible for the management and leadership of a group of people and establishing a culture within the team in alignment with the vision of the wider Māori, Communities and Partnerships group. Safe, Strong Families and Communities is structured to work in a matrix management model with team members contributing to projects within the work programme as required.

### Location

National Office, Wellington

### Reports to

Manager, Building Financial Capability and Community Support

or

Manager, Family and Community Services

## Key responsibilities

### Leadership and Management

* Provide intellectual subject matter expertise and leadership in development of services to vulnerable adults and their families/whānau.
* Provide strategic direction to projects and initiatives in conjunction with the project team, and senior management.
* Lead and manage day-to-day delivery of significant projects or initiatives.
* Make a significant contribution to the strategic direction of the Ministry (MSD) through influence, expertise and advice.
* Provide guidance and expertise in service design, commissioning, implementation and evaluation across key projects and initiatives.
* Lead and deliver community engagement and facilitation processes including significant change management initiatives.
* Provide quality assurance of key deliverables to ensure alignment and compliance with approved standards and guidelines.
* Prepare and presenting consolidated reporting to relevant audiences within the timeframes agreed or specified.
* Comply with business plans and targets for service delivery within budget and timeframe.
* Produce and interpret information required to meet regular and ad hoc reporting requirements.
* Provide regular reports on the performance of providers identifying any risks with contracts and/or providers and recommend changes or escalate where appropriate.

### Relationship Management

* Support the development of effective working relationships with relevant external agencies (public and private sector), contract providers, and community and stakeholder groups.
* Persuade, influence and negotiate key internal and external stakeholders taking a partnership approach to achieve outcomes consistent with national and regional plans.
* Develop and build strong working relationships with managers, team leaders, and staff in other groups and services
* Build and maintain highly effective networks of influence with key internal and external stakeholders which assist in the effective management and oversight of Programmes within the Māori, Communities and Partnershipsgroup.
* Represent MSD in cross-government programmes of work.

### People Management

* Management and co-ordination of day-to-day team activities.
* Fostering a team environment.
* Coach and develop staff to provide them with the opportunities to reach their potential within MSD.
* Determine performance measures.
* Evaluate staff performance against these measures and providing coaching on a regular basis.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within their leadership role.
* Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

## Health, safety and security

* Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

## Emergency management and business continuity

* Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

## Know-how

* Demonstrated experience in service design, implementation and evaluation within the social sector
* Proven experience in managing the implementation of projects and programmes, managing risks and business analysis
* Understanding and experience with machinery of government processes, systems and tools with an understanding of social investment/wellbeing frameworks an advantage
* An ability to set priorities and to achieve deadlines and project and programme outputs
* Proven experience in leading and managing high-performing teams
* A relevant tertiary qualification is essential
* Excellent interpersonal skills, with the ability to communicate effectively (both written and verbal), at all levels across government and public and private sector
* A proven record in establishing, building and maintaining effective and cohesive working relationships.

## Attributes

* Good leadership skills
* Effective communication and organisational skills
* Flexible, adaptable and pragmatic
* Action oriented, proactive and solutions focussed
* Committed to best practice customer service delivery
* Exercises sound judgement and political sensitivity
* Outstanding relationship management and problem-solving skills
* Strong facilitation and conflict management skills

## Key relationships

### Internal

* Managers, Safe, Strong Families and Communities
* General Manager, Safe, Strong Families and Communities
* Māori, Communities and Partnerships management and staff
* Managers and staff throughout the 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 – level 5

### Direct reports – Yes

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** April 2022