# Ministry of Social Development logo

# Advisor Office for Seniors

# Policy

## 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 harakekeKei 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 flaxbushWhere 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 Advisor is responsible for identifying and promoting best practice and innovative approaches across government and the sector to encourage positive ageing within New Zealand and overseas. The role involves working in close partnership with the sector and Government agencies and the provision of high-quality information and advice on issues affecting older people.

To achieve this, the Advisor will need to:

* maintain effective relationships with key stakeholders from both the sector and Government agencies to facilitate meaningful engagement
* maintain an up to date knowledge of the sector and an understanding of the issues affecting older people
* provide advice on the priorities and issues for older people, their families and sector organisations
* research, identify and disseminate examples of leading practice and innovative approaches
* monitor relevant data and information to support the Director to report on the progress and wellbeing of older people
* maintain web based and written material for older people and their families based on best practice and government policy
* manage relevant projects and initiatives to ensure the successful delivery of the Office’s work programme
* provide services to support Ministerial Private Secretaries.

### Location

National Office

### Reports to

Director, Office for Seniors

## Key responsibilities

**Strategy and Action Plan**

* Support the Director with the promotion, monitoring and reporting on the new strategy and development of the associated action plan

**Stakeholder Engagement**

Older People’s Sector:

* Support the Director to develop and maintain active relationships with older people’s organisations, service providers, professional groups, NGOs and other key stakeholders engaged in supporting older people and their families
* Assist and support the sector to have effective and appropriate input into government policy development and service provisions decisions.
* Provide older people and their families, non-government organisations, and professional groups with information on government policy and practice that impacts on older people

Government Sector:

* Support the Director to develop and maintain active relationships with central and local government agencies and crown entities engaged in supporting older people and their families
* Provide high quality information and advice to government agencies on older people's issues and consultation mechanisms.

**Advice & Support**

* Provide high quality advice to the Director, MSD, other government agencies and research organisations based on sound knowledge of international and national best practice, research, and issues identified by the disability sector
* If required by the Minister, assist in providing second opinion advice on draft legislation and policy development led by MSD and other government agencies that impacts on older people.

**Project Delivery & Coordination**

* Provide “hands on” coordination and support for designated project work streams and/or participate as a project team member where required.
* Assist with the monitoring of progress against work programme deliverables; proactively anticipate and manage risks; and provide timely feedback to Project Managers and the
* Assist project leads and managers to plan and monitor project activities so they are completed on time
* Adhere to key project management standards, guidelines, processes, roles and responsibilities (e.g. risk management, planning, progress tracking, documentation and controls).

**Ministerial Servicing**

* Oversee preparation and timely delivery of, Ministerial responses to correspondence, answers to Parliamentary Questions, Official Information requests, Ombudsman correspondence, select committee questions and correspondence for the Chief Executive
* Manage the timeliness and quality of such correspondence, as well as analysing trends and reporting on these.

**Information Dissemination, Monitoring and Reporting**

* Maintain and utilise up to date knowledge, information, resources and research on issues affecting older people
* Contribute to the development of and maintain up to date web based and written material for older people and their families based on best practice and government policy
* Undertake regular environmental scanning and analysis of forecasts, demographic information, data, emerging trends and best practice in order to provide high quality and balanced advice
* Support the Director to develop an effective framework for reporting on the progress and wellbeing of older people
* Support the to lead the process of regular reporting against the framework.

**Risk Management**

* Actively identify and manage organisational risks, taking appropriate mitigation action to minimise their impact
* Keep the Director informed of any critical risk issues, and the strategies in place to mitigate them

**Work Management**

* Manage own workload to meet agreed deadlines
* Manage a variety of tasks concurrently, show flexibility, and the ability to re-prioritise workload.
* Maintain a high standard of personal integrity in all matters, as required by the Ministry’s Code of Conduct
* Contribute to other areas of the work programme as agreed with the Director in accordance with the needs of the Office and your personal development plan.

## 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 understanding/knowledge and/or interest in:
* issues impacting on the lives of older people and their families
* groups representing older people, including Māori, Pacific and ethnic organisations, and relevant international groups
* An ability to develop and maintain effective relationships in order to work across government and community sectors
* Experience in developing, improving and utilising stakeholder engagement and consultation processes
* Analytical skills and a demonstrated commitment to developing and maintaining specialist skills and knowledge in own area of expertise
* Ability to produce and recognise high quality work and provide peer support and coaching to colleagues
* Project management skills
* Excellent written and oral communication skills
* Experience working in a complex environment
* Tertiary qualification in a relevant discipline or equivalent operational experience

## Attributes

* Ability to connect and establish effective relationships and rapport with all relevant stakeholders
* Exercise sound judgement and organisational awareness coupled with political savvy and networking skills
* Able to work effectively alone and in a team environment – able to manage own workload, prioritise and contribute towards team goals
* Innovative thinker
* A wide-ranging perspective that contributes to excellent decision quality
* Flexible, adaptable and pragmatic
* Commitment to achievement - shows resourcefulness, self-sufficiency and persistence and adaptability
* Honesty and integrity
* Cross-sector and client focus.

## Key relationships

### Internal

* General Managers, Directors, and key staff from the Policy Group, including members of the Seniors Policy and International Policy teams, Office for Disability Issues, Knowledge and Insights and the Ministry of Youth Development
* Senior staff in Ministry corporate and service delivery groups and business units including the Communications, Ministerial and Executive Services

### External

* The Office of the Minister for Seniors
* Stakeholder groups representing older people, and providers of services and advice for older people
* Senior managers of other government agencies and crown entities engaged in supporting older people and their families
* Relevant researchers and academics
* Key international government and non-government agencies
* Local government

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports Yes

### Security clearance No

### Children’s worker No

Limited ad hoc travel may be required

**Position Description Updated:** July 2021