# Ministry of Social Development logo

# Portfolio Manager

# Disability Support Services

## 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

### Overview of position

The Portfolio Manager negotiates and manages contracts for servicesdelivering disability support within commissioning frameworks. The position is responsible for promoting quality, consumer-focussed services through effective relationships with the disability community, disabled people and their families, providers of disability services, other agencies, and organisations in the disability sector.

### Location

Vary

### Reports to

Manager in the respective North, South or Central

## Key responsibilities

**Service Development**

* Contribute to the planning and development of disability services in conjunction with the disability community and providers.
* Support the Service Design team to ensure service development is aligned to the Enabling Good Lives vision and principles.
* Work in partnership with disabled people and their community to establish service delivery needs and identify priority gaps in the provision of existing and future services
* Establish, lead and implement service development and/or change management projects as agreed
* Contribute to disability policy and strategy development through providing support and advice as required.

**Contract Management / Provider Accountability**

* Negotiate sector contracts for services for disability support within commissioning frameworks and in accordance with the contract management plan
* Support Ministry processes to ensure contracts are developed, signed, and recorded accurately and in a timely manner in accordance with agreed protocols and standards.
* Regularly review and monitor contracts to ensure delivery meets requirements, including quality, costs, standards and service levels.
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* Ensure that contract outcomes are achieved by service providers in accordance with the terms of the contract
* Manage contract variations in accordance with commissioning frameworks including authorisation, funding and filing
* Receive and review suppliers' or providers' regular reports
* Continuously identify opportunities for improvement in delivery and effectiveness of services provided
* Proactively manage any under-performance, actively monitor, provide guidance and clear strategies to ensure provider quality meets the needs and aspirations of the people they support.
* Wind up, terminate and transition contracts in accordance with commissioning frameworks including debrief, final reports, records, smooth transition for disabled people and their families using the services and review of the supplier’s performance and the service agreement
* Manage, report, and monitor critical incidents and service complaints，supporting change, mitigations and improved service quality.
* Provide guidance and feedback to highly challenging issues to support positive outcomes for the people we support.

**Relationship Management**

* Ensure relationships with suppliers are conducted with openness, excellent communications, mutual trust and understanding and a joint approach to managing delivery and resolving problems
* Maintain good records of communications, meetings, reviews and any resulting actions to manage risk and provide auditable evidence of events and decisions
* Work with the supplier to resolve disputes, creating remedy plans and escalating where necessary according to commissioning frameworks
* Ensure decisions are explained in an impartial way
* Participate in partnership and co-development forums with the disability community
* Work collaboratively with other Whaikaha regional and EGL teams as needed to ensure optimal outcomes for tāngata whaikaha Māori, disabled people and their families
* Develop and manage effective high quality constructive working relationships with provider organisations, Ministry of Health, Health NZ and Te Aka Whai Ora the Māori Health Authority

**Embedding accessibility**

* Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## 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

* Tertiary qualification in a disability, health or relevant field and / or equivalent experience
* Advanced experience managing relationships at different levels
* Significant understanding of contract management within the public sector
* Significant experience negotiating and managing complex agreements and discussions
* Experienced decision maker and problem solver in ambiguous and complex situations
* Able to effectively prioritise workload to ensure positive outcomes for disabled people

## Attributes

* Proven leadership and partnership building skills
* Excellent relationship management capability
* Depth of skill in planning, organising and time management, as well as being adaptable and flexible
* Role models integrity and accountability
* Environmental/organisational awareness
* Able to support and articulate strategy and vision and lead a team with inspiration, clarity and consistency, and display sound judgement.
* Exercises sound judgement, good decision making, and political savvy
* Highly effective communication skills
* Flexible, adaptable and pragmatic
* Strong client focus
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

## Key relationships

### Internal

* Other members of the Disability Support Services group
* Manager and Colleagues in EGL Design and Delivery
* Other staff across the Ministry

### External

* Suppliers of disability support services
* Local disability community partnership groups and networks, including disabled people and their families, and tāngata whaikaha Māori me o rātou whānau
* Local disability sector groups
* Health NZ, Ministry of Health and Māori Health Authority managers and staff
* Staff of government agencies and crown entities engaged in supporting disabled people and their families
* Relevant researchers and academics
* Other relevant groups within the Ministry of Social Development

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited ad hoc travel may be required

**Position Description Updated:** November 2024