# Ministry of Social Development logo

# Principal Advisor, Operations

# 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\***

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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 Principal Advisor is to provide high level operational, technical, and analytical leadership across the Disability Support Services (DSS) Group.

**DSS Review Programme**

The DSS Group has been established to ensure fairer access to disability support services in New Zealand, ensuring those with the greatest needs receive quality support services.

The Group is responsible for the DSS Review programme which will provide the capability uplift required of DSS to deliver better services and outcomes, and ensure the sustainability of DSS into the future, including appropriate commercial management of DSS contracts, procurement, and finances.

The DSS Review Programme has been established to implement the recommendations of the Independent Review into DSS that:

* provide disabled people with certain and consistent access to DSS, no matter what their circumstances or where they live in New Zealand
* prioritise funding for disabled people with the highest needs, and those who would benefit most from early intervention support
* ensure that Enabling Good Lives (EGL) principles are put into practice
* ensure that the long-term sustainability of DSS is strengthened to provide disabled people and carers with services that are both fair and affordable.

The Programme workstreams include:

* Policy and data - provide advice on future eligibility approaches and system settings
* Designing the future changes to DSS contracting and procurement and aligning with other systems
* Transition and integration of DSS operations from Whaikaha into the Ministry of Social Development
* A programme office will provide overall programme coordination, reporting, and communications.

### Location

Vary

### Reports to

Group Manager, Enabling Good Lives

## Key responsibilities

### Strategic Leadership

• Support your manager with the strategic direction and business planning activities of your team and contribute to the wider strategic planning of your group.

• Work across Disability Support Services to ensure strong and appropriate linkages with and between projects, programmes, implementation, planning, funding and monitoring.

• Ensure all work reflects the responsibilities of Disability Support Services to the priority of equity and meeting Te Tiriti o Waitangi obligations.

### Work programme delivery

• Provide senior technical expertise and advice to inform future decision making for work programmes that best support the delivery of the Government’s and our priorities and objectives.

• Lead and support Disability Support Services wide/sector wide approaches and ensure delivery and alignment of key work programmes.

• Develop regular and effective stakeholder communications using a diverse range of channels.

• Provide leadership for strategic projects for Disability Support Services, working with others to ensure all work is well planned, using tools and methods which includes taking strategic and tactical approaches to achieve results through high quality advice.

• Enhance the capability of others through providing coaching and mentoring and quality improvement advice to team members during their day-to-day work.

• Build collaborative and positive relationships across Disability Support Services, the disability sector, government, and other external stakeholders.

• Ensure all work reflects our responsibilities to the priority of equity and meeting Treaty of Waitangi obligations.

### Relationship Management

• Build and maintain collaborative and positive relationships across Disability Support Services.

• Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, the disability community, non-government organisations, interest groups and other key stakeholders.

• Work proactively with partners in ways that are most likely to deliver tangible benefits for disabled people and tāngata whaikaha Māori.

• Recognise and value the voice of the disability community. Work collaboratively with community groups, disabled people, tāngata whaikaha Māori, whānau and providers reflecting their concerns and aspirations.

• Partner with key stakeholders to ensure the work programme reflects the Crown’s relationship with Māori and improves outcomes and equity and reflects our Te Tiriti o Waitangi obligations.

### Risk Management

• Identify any organisational risks and take action and or seek support to minimise their impact.

• Keep your manager informed of any risk issues that may impact on the success of Disability Support Services.

## 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

• Relevant tertiary qualification and/or equivalent experience

• In depth knowledge and understanding of disability issues in the Aotearoa New Zealand context

• Current understanding of the health and disability support services commissioning environment.

• Significant experience working with the disability community.

• Organisational agility coupled with political savvy to be able to influence without direct management control.

• Strong and effective relationship management skills and external networks with relevant organisations.

• Ability to analyse information and issues and provide robust defensible recommendations.

• Well-developed analytical skills with the ability to write well and provide robust advice and recommendations.

• Demonstrated experience in providing strategic, operational, and planning advice to senior management.

• Demonstrated experience in developing and leading projects in critical areas of work.

• Demonstrated experience in performing a trusted advisor role to peers and colleagues.

• Experience coaching and mentoring others.

• Understanding of the Machinery of government (desired but not essential).

• Understanding of Te Tiriti o Waitangi.

## Key relationships

### Internal

* Enabling Good Lives Leadership Team
* Group and Team Managers
* Disability Support Services kaimahi

### External

* Disability community partnership organisations including DPOs
* Other government agencies
* Other non-government and community organisations
* Contracted disability support providers and representative bodies.

## 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: October 2024