# Ministry of Social Development logo

# Programme Coordinator

# Disability Support Services Review Programme

## 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 Programme Coordinator is responsible for providing administrative and project support to the DSS Review Programme team by:

* Supporting delivery planning and scheduling
* Assisting with the quality assurance process of project documentation and artefacts
* Supporting the Programme Director and DCE DSS
* Helping coordinate activities and resources
* Supporting programme reporting requirements
* Coordinating Governance activities and providing Governance secretariat support as needed.

This position works alongside the rest of the team to enable the leads and wider team to focus on the critical success factors of delivery of the DSS Review work programme through providing effective support. It also assists with providing visibility on the portfolio of work via reporting to a range of governance boards and steering committees and helps to facilitate meetings where needed.

To be successful in this role, the Programme Coordinator will work closely with workstream leads, the DCE DSS, and the Programme Director and Comms and Engagement lead, providing best practice project advice and guidance to support and enable the team to deliver.

**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

National Office, Wellington

### Reports to

Programme Director DSS Review

## Key responsibilities

**Programme Planning and Delivery Support**

* Complete related administrative tasks such as event support, diary management, booking travel and accommodation, organising meetings, minute taking, documentation and information management
* Deliver project related assignments including planning, tracking, and scheduling
* Prepare regular status reporting and prepare correspondence as requested
* Setting up, adapting and maintaining controls including; risk registers, schedules, finances, reporting & communications
* Assist with the development and maintenance of delivery plans in MS Project or MS Excel and/or another tool
* Analyse plans and raise concerns where appropriate
* Contribute to project delivery activities such as coordinating stakeholder engagement and supporting the project team in delivering products as required
* Develop and maintain tools and templates that supplement MSD methodologies
* Use recommended agile ways for planning, scheduling and tracking
* Set up appropriate document structure as well as compile and distribute reports
* Provide administrative services to the wider team
* Guide and support the Director and Leads in the on-onboarding and off-boarding process

### Risk & Quality Assurance

* Maintain quality control for all key artefacts
* Maintain clear change control
* Support workstream and Programme risk management processes

**Governance Secretariat Support**

Provide comprehensive support to the Governance groups including:

* Organising and attending governance meetings and taking of minutes and capturing action items and decisions
* Maintain the governance register by following up on open actions
* Preparation of agendas including forward agenda
* Distributing meeting papers

### Systems and Procedures

* Maintain project folders in EDRMS

## 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

* Experience in a programme/project coordination role
* Excellent communication, self-management and interpersonal skills and excellent documentation skills
* Experience of prioritising in an often busy and complex environment and applying sound judgement when dealing with competing deadlines
* Experience with project and programme methodology and delivery
* Experience in secretariat duties including paper preparation and minute taking
* Ability to champion a Te Ao Māori perspective by supporting the inclusion of Te Ao Māori and Te Tiriti o Waitangi in all work
* Proven experience of managing relationships both internally and externally
* Strong working knowledge of how to use office software packages, such as Microsoft Word, Excel, Powerpoint as well as MS Teams

## Attributes

* Highly effective organisation and planning skills, with the ability to prioritise in a busy and complex environment
* Strong relationship management skills – able to establish, build and maintain relationships with a variety of stakeholders
* Highly effective communication skills (including written) appropriate to the target audience
* Able to work in a team environment, demonstrate initiative, adapt and cope with continuing change
* Able to prioritise, schedule work to meet deadlines and maintain the quality of services delivered
* Strong problem solving and decision-making skills – demonstrates clarity of thinking, defines problems well, produces advice that is targeted towards business outcomes
* High level of environmental and organisational awareness
* Welcome and value diversity and contributes to an inclusive working environment where differences are acknowledged and respected
* Flexible, adaptable and pragmatic
* Recognises and understands opportunities for Māori and Pacific communities within the social sector

## Key relationships

### Internal

* Programme Director
* DCE DSS
* Associate DCE DSS Operations
* Workstream leads and team members
* Programme Management Office team members
* Other working group and oversight group members

### External

* Other Government Departments/Agencies as appropriate
* Project specific focus groups
* Other government agencies.

## 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:** August 2024