# Ministry of Social Development logo

# Programme Manager

# 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 Manager leads and supports programmes and projects as required. This includes overseeing staff to deliver projects and project outputs, and where required assisting with the delivery of outputs themselves. The position requires an ability to work at pace, actively prioritise and sometimes use limited information to decide and advise.

**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 to implement changes to 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

Wellington

### Reports to

Workstream Lead, Design of Future Systems and Operations

## Key responsibilities

## Programme Management

* Provide expert programme and project management advice and leadership that supports the delivery of our priorities and objectives.
* Work in collaboration across the Taskforce and DSS, leading the implementation of a work programme that ensures effective quality assurance.
* Ensure a programme management approach and use the of tools, processes and guidelines are fit for purpose.
* Identify, assess and manage risks and issues associated with the programme of work.
* Ensure programme plans are developed and maintained and ensure regular and accurate communication with all stakeholders.
* Provide advice to the Taskforce and DSS, government and other key external stakeholders implementing or contributing to projects within the programme.
* Manage issues and risks associated with the programme.
* Manage dependences and risks between projects, problem solve issues and initiate appropriate corrective actions to ensure successful outcomes. When required oversee change control processes.

## Relationship Management

* Build and maintain collaborative and positive relationships across DSS.
* Establish and maintain sound working relationships with key contacts at relevant government departments and agencies, non-government organisations, interest groups and other key stakeholders.
* Lead relationships with stakeholders as applicable to your role.
* 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 disabled 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.

## 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.
* Significant programme/project management experience.
* Experience working in a multi programme environment, working collaboratively, and maintaining relationships across workstreams.
* Experience using a range of programme/project and change methodologies e.g., Agile, Waterfall etc.
* Advanced knowledge of programme and management methods including techniques for planning, monitoring and controlling programmes.
* Experience in applying critical thinking and using sound judgement to provide strategic advice.
* Knowledge and understanding of human centered design methodology.
* Demonstrated excellence at planning and organising work and resources over a programme of work to meet negotiated timeframes.
* Understanding of the Machinery of government (desired but not essential).
* Understanding of Te Tiriti o Waitangi.

## Attributes

* Authentic leadership and partnership skills
* Systems thinking approach
* People Centric and ensures our people and our students are at the heart of our decision making and investment approach.
* The ability to apply critical thinking to complex problems.
* Accountable and can deliver on their promise and holds themselves accountable
* Strong influencing skills is diligent, enthusiastic, and inclusive
* Commitment to developing your cultural capability and capacity in Te Ao Māori
* Ability to contribute to implementing change at a system level

## Key relationships

### Internal

* DSS Taskforce lead and workstream leads
* DSS teams as required

### External

* Disabled people and tāngata whaikaha Māori
* Families/whānau of disabled children, young adults and adults
* Disability non-government organisations
* Community groups
* Providers
* Other government agencies
* Non-government organisations
* External consultants
* Programme and project groups
* Relevant researchers and academics

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** October 2024