

**Workstream Lead**

**Disability Support Services**

# Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

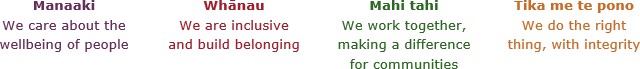
# Our commitment to Māori

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 purpose of the Workstream Lead is to provide strategic leadership, expert advice, and professional support of the DSS Review Programme. The Workstream Lead will:

* Develop and implement a programme of work to ensure delivery of the DSS Review programme.
* Provide strategic leadership and subject management expertise to the programme.
* Provide strategic advice and support to the Programme Director and inform decision- making processes based on a well-developed understanding of the public sector environment and disability sector.
* Lead a small high-performing team, providing clear leadership and direction to deliver the programme of work.
* Provide programme planning, delivery and reporting through to the Programme Director.

## 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

National Office, Wellington

## Reports to

Programme Director, DSS Review Programme/Taskforce

# Key responsibilities

## Strategic Leadership

* When required, deputise for the Programme Director
* Demonstrate intellectual subject matter expertise and leadership in a range of designated areas including specialist advice to the Director, Workstream Leads, Deputy Chief Executive, Transformation and other senior management staff.
* Lead the implementation of improvements, which meet the needs of both internal and external stakeholders.
* Provide leadership that engages and motivates others to succeed and develop, encouraging innovation and bespoke solutions
* Build and maintain strong and effective working relationships at all levels of the organisation, utilising sound change management, influencing and persuasion approaches.
* Utilise a highly collaborative approach in dealings across MSD but willing and able to provide ‘tough advice’ where required.

## Strategic advice and support

* Provide specialist advice and briefings to support the Director and inform decision- making processes based on a well-developed understanding of the public sector environment and investment planning lifecycles.
* Provide robust intellectual support to a range of designated areas.
* Contribute to strategic management discussions and supporting issue resolution.
* Provide accurate and timely documentation and reports.
* Write professional, timely and well-crafted reports, memos and other documents as required.

## People Leadership

* Lead a high-performing team, providing clear leadership and direction to deliver the programme strategy and support and enable the Ministry’s strategic direction.
* Set and encourage a positive and inclusive culture across the team.
* Provide leadership that engages and motivates others to succeed, develop and proactively share experiences, knowledge, and ideas as part of best practice.
* Lead and maintain a high-performance culture, providing clear accountabilities and expectations of behaviour and performance that aligns to organisational values, encouraging and rewarding innovation and celebrating success.
* Lead and communicate in a clear, positive, persuasive inspiring way that influences others to embrace change and take action.
* Model and lead the MSD values and our people centric culture.

## Programme/Portfolio Management

Provide the planning, orchestration and reporting function across DSS Review Programme to:

* produce and maintain programme planning standards and cadence to cover how planning will be conducted and aligned.
* lead the development and maintenance of an integrated policy and programme delivery plan.
* coordinate and support the development of workstream plans that align with policy objectives.
* facilitate planning sessions for programme workstream delivery.
* manage programme assumptions, dependencies, and risks, particularly those affecting policy outcomes.
* provide oversight and monitoring of programme deliverables.
* provide support services to enable effective and efficient delivery.

## DSS Programme Planning and Delivery

* Support the Programme Director in providing timely and sound policy advice to the Programme Leadership Team and Governance Committees.
* Provide strategic policy advice to portfolio leaders to successfully identify, prioritise and deliver programmes initiatives to achieve expected outcomes and benefits
* Lead and manage programme planning activities with a focus on policy implications.
* Lead the delivery of strategic analysis and monitoring of the Programme’s work streams.
* Lead the development of pragmatic integrated planning practices that effectively link outcomes with key delivery mechanisms
* Provide ‘critical friend’ advice to workstreams, particularly on policy matters.
* Provide tailored support and advice to workstream to support successful delivery of policy initiatives.
* Analyse viability and make unbiassed recommendations on on policy approaches and implementation strategies.
* Monitor and assess the impact of policy changes on programme outcomes and benefit realization..

**Policy Integration and Implementation**

* Ensure that policy and operational arrangements developed are able to be aligned with or integrated into MSD's operations (legislation, regulation, policy, operating standards and systems) where appropriate
* Maintain awareness of policy developments in the disability sector and their implications for the programme
* Lead the development of implementation approaches that consider operational feasibility
* Ensure policy solutions align with EGL principles and support improved outcomes

## Capability Development and Continuous Improvement

* Enable continuous performance improvement activities across policy development and implementation
* Build and maintain policy capability within the team
* Ensure knowledge retention and effective transition of policy work to BAU at key programme points
* Contribute to the development of frameworks and tools to support consistent policy development.

# 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

* Programme Delivery experience leading large, complex programmes of work.
* An experienced leader with a proven record of effectively leading teams in a complex and demanding environment.
* Demonstrated thought leadership on social policy issues and/or operational implementation within devolved systems.
* Deep understanding of disability support service delivery and policy issues.
* Proven experience with complex programme establishment, planning and delivery management.
* Strong experience working in a distributed, multi-vendor environment.
* An understanding of equity issues and the Treaty of Waitangi, and the implications of these for the work of MSD.
* Organisation awareness coupled with political savvy to be able to influence at all levels across a large multi-disciplinary organisation.
* Proven experience in analysing and presenting information suitable for a senior manager audience.
* Demonstrated experience in performing a trusted advisor role to senior and mid-level management and peers, in particular providing unbiassed advice.
* Proven ability to take a concept, identify the value proposition and plan delivery through to launch.
* Experience managing relationships in a fast-paced and complex environment, with multiple stakeholders and priorities and the ability to remain calm and exercise sound judgement when under pressure.
* A demonstrated commitment to the provision of quality services and delivery of results.
* Advanced level MS Office suite (advanced Excel is mandatory).
* Organisational change knowledge and experience is preferred.

# Attributes

* Strong stakeholder management skills.
* Leadership and intellectual capability.
* Organisational wide and strategic thinking.
* Excellent analytical and problem-solving skills – able to gather all necessary information and produce thorough, objective and sound advice.
* Excellent verbal and writing skills with the ability to provide concise, well-constructed written reporting.
* Exercises sound judgement and political sensitivity (high degree of political nous).
* Strong partnership builder, able to establish, build and maintain effective working relationships at all levels of an organization.
* Strongly results oriented and focused on pragmatically getting to outcomes - comfortable to dig in and troubleshoot as needed.
* Ability to deal with ambiguity and support decision making
* Clear, concise communicator with strong leadership presence – ability to manage communication and facilitation with key senior stakeholders.
* Works collaboratively.
* Adapt to the needs of the audience, able to positively influence other to accept ideas.
* Highly effective organisation and planning skills, with the ability to prioritise in a busy and complex environment.
* Achievement of results in a time pressured environment.
* Welcome and value diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

# Key relationships

## Internal

* Te Pae Tawhiti Transformation Programme leadership and team
* Senior executives and leaders in other government agencies and authorities
* Stakeholder groups
* Senior Managers, e.g. Group General Managers and General Managers
* Portfolio managers, owners and their teams
* Governance Committees

## External

* External Government agency managers
* Service Providers

# Other

## Delegations

* Financial – 4
* Human Resources – 5 **Direct reports – Yes** **Security clearance – No**

## Children’s worker – No

Limited ad hoc travel may be required

**Position Description Updated:** February 2025