

JOB DESCRIPTION

Service Connector

PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, 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.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki (<https://www.publicservice.govt.nz/about-us>)

In the publicservice 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.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

ARA POUTAMA - HŌKAI RANGI

Kōtahi anō te kaupapa, ko te oranga o te iwi | there is only one purpose to our work: the wellness and wellbeing of people.

Ara Poutama Aotearoa – The Department of Corrections is one of New Zealand’s largest government departments. At its heart, the department is focussed on the pursuit of oranga - the wellbeing of people. This focus will underpin our focus on achieving transformative and inter-generational change for those in our care and their whānau.

The name, Ara Poutama Aotearoa, refers to a pathway of excellence for those in the Department’s care and management – this name demonstrates the Department’s efforts to empower those in our care and management to change their lives, and the lives of their whānau. It also conveys our responsibility to support and guide those in our care to reach Te Tihi o Manōno, the point from which unlimited potential can be realised.



ARA POUTAMA AOTEAROA
DEPARTMENT OF CORRECTIONS

ABOUT US

All Corrections employees are part of one team working to keep our communities safe and change lives. To do this we put safety first, do the right thing, build strong partnerships and reduce re-offending.

Our values embrace the Māori kaupapa concepts of Rangatira (Leadership), Manaaki (Respect), Wairua (Spirituality), Kaitiaki (Guardianship), Whānau (Relationships).

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| Rangatira (Leadership) | We demonstrate leadership and are accountable |
| Manaaki (Respect) | We care for and respect everyone |
| Wairua (Spirituality) | We are unified and focused in our efforts |
| Kaitiaki (Guardianship) | We are responsive and responsible |
| Whānau (Relationships) | We develop supportive relationships |

ABOUT THE GROUP OR TEAM

The High Impact Innovation Programme is a cross-sector programme which is hosted at Ara Poutama Aotearoa. The Apanui Justice Programme was established in 2020 via partnership between Te Whānau ā Apanui (a Bay of Plenty iwi) and representation from Ara Poutama Aotearoa, NZ Police and Ministry of Justice (Crown). The High Impact Innovation Programme has led on the programmes co-design via Programme Leads and two Iwi representatives. The Service Connector will play an integral role in connecting and supporting Te Whānau ā Apanui whānau and hapu to access the justice sector and develop positive outcomes which are led by whānau. The Operations team will support this role alongside the Programme Leads and Iwi Representatives.

ABOUT THE ROLE

| | |
|------------------------|---|
| Position: | Service Connector |
| Business Group: | People and Capability – High Impact Innovation Programme |
| Reports to: | Principal Adviser – Operations team |
| Direct Reports: | Nil |
| Location: | Flexi (Eastern Bay of Plenty and National Office, Wellington) |

The Service Connector is the initial connection point for Te Whānau ā Apanui whānau and hapū residing within the tribal boundary (which extends from Hāwai to Potaka) engaging with justice sector services and where applicable, with social services.

The role accountabilities include:

- Develop and maintain working relationships with justice sector partners including but not limited to Ministry of Justice, NZ Police, Ara Poutama Aotearoa, Oranga Tamariki
- Develop and maintain working relationships with non-Government and Iwi Social Services providers primarily across Bay of Plenty initially and expanding to outside of the region to support connectivity coverage within the immediate reach of Te Whānau ā Apanui tribal rohe (boundary)
- Develop working relationship with the Kaitiaki/Justice Sector Services Navigators, System Administrator, Te Whānau ā Apanui Hapū Chairs forum, Potikirua Trust Incorporated, Programme Leads, Iwi Representatives, Kāhui Pakeke and High Impact Innovation Programme
- Create and maintain a key stakeholder and communication plan to provide Service updates
- Attend hui, wānanga where relevant to develop further understanding of the justice and social sector environment to maintain a broader view of key issues impacting this area eg District Court, Community Corrections (Community & Prisons)
- Where relevant, seek attendance at Family Harm Inter-Agency response meetings to support cases affecting Te Whānau ā Apanui whānau
- Where practicable, co-locating base of work at local justice sector agencies eg Community Corrections, NZ Police, Oranga Tamariki, District Court alongside the Kaitiaki/Justice Sector Navigator and Systems Administrator
- Develop working knowledge, practices and services of agents including Te Whatu Ora, Oranga Tamariki, Family Law etc to provide broader service connectivity for Te Whānau ā Apanui whānau seeking support
- Provide reporting documentation when required to the Systems Administrator, Programme Leads, Iwi Representatives and Apanui Justice Programme Governance group when required
- Work collaboratively with the Kaitiaki/Justice Sector Services Navigator and Systems Administrator to support the development of data capture systems to support programme benefit measures
- Promote and support the Te Whānau ā Apanui iwi panel function in collaboration with the Kaitiaki/Justice Sector Navigator and Systems Administrator
- Support the Kaitiaki/Justice Service Navigator to engage health services with a view to developing specific health promotion and services for Te Whānau ā Apanui whānau
- Maintain sound knowledge of security systems at the multi-purpose hubs namely Te Whare Awhina at Whangapāroa and Hariki Whare at Te Kaha
- Maintain sound knowledge of AVL systems at the respective multi-purpose hubs and ensure each booking where required understands how to use these resources

ABOUT YOURSELF

Knowledge, Skills and Experience

- Builds and maintains rapport with others, has the ability to collaborate with others to achieve mutually agreed goals
- An ability to engage whānau and identify the level of care they may require and how best to meet these
- Experience in (but not a necessity) social and community work
- Understanding of the justice sector environment
- Understanding and awareness of Te Whānau ā Apanui and their needs in relation to navigating the justice sector environment in an effective and efficient manner
- Able to develop and maintain critical working relationships with key stakeholders
- Able to work confidently in a Crown and Iwi landscape
- Demonstrated ability to work in collaborative peer and other stakeholder relationships
- An ability to elicit and interpret stories from data
- Ability to constructively challenge, sell and influence decisions
- Competence in the use of the Microsoft Office suite, particularly Microsoft Word, Outlook, Excel
- Well-developed written and verbal communication skills and effective interpersonal skills
- Calm professional demeanour, with the ability to maintain performance under stress
- Effective organisation, planning and time management skills
- The ability to manage sensitive and confidential information in an appropriate manner
- Ability to be clear about one's role and boundaries and to evaluate the purpose of taking a particular action

Qualifications

- A relevant formal qualification would be considered, however experience of work in a kaupapa Māori environment, community and/or social sector space would be advantageous.

Other

- Preferably hold a current clean full driver's licence
- Domestic travel may be required.

YOUR JOB COMPETENCIES

Service Focus

- Upholds Te Whānau ā Apanui tikanga when working with whānau.
- Maintains a helpful and courteous approach when dealing with others.
- Clarifies expectations when providing a service and keeps whānau informed of progress.
- Anticipates the needs/concerns of those to whom a service is being provided.
- Prioritises and balances the needs of others in overall service provision.

Communications

- Listens to others and asks questions to clarify own understanding.
- Responds politely and sensitively to queries and alternative points of view.
- Is prepared to take on board others' ideas and suggestions.
- Produces written communication that is clear, concise, logical and understood by the reader.
- Communicates in a style appropriate to the recipient or audience

Responsiveness

- Acts fairly and impartially in all dealings with others, respecting their rights and needs.
- Demonstrates an understanding and respect for Māori, Pacific peoples' and ethnic minorities' values and beliefs.

Self Management

- Proactively obtains feedback about their own performance from Kāhui Pakeke, iwi representatives, peers and managers so that they can improve their performance.
- Accepts constructive criticism without becoming defensive.
- Alerts manager when overloaded, stressed, or having difficulty with specific tasks or areas of responsibility.
- Identifies and commits to learning and development opportunities.

Problem Solving

- Identifies and weighs up risk appropriately before taking action.
- Discusses options with manager where appropriate.
- Makes use of relevant and available information and consults others when developing workable solutions.

Commitment

- Shares the responsibility to maintain a safe and healthy workplace, carries out work-related activities in accordance with safe procedures and reports all hazards, accidents and incidents.
- Is familiar with the Code of Conduct and statutory confidentiality requirements.
- Acts with integrity at all times.
- Supports and models the organisation's values, taking responsibility for their own actions and decisions.

Teamwork

- Proactively shares information, ideas and experience with managers and peers.
- Encourages and supports team members and others they are working with.
- Promotes a work environment where others can exchange opinions and ideas.
- Co-operates with other staff outside their own service or group.

Work Management

- Processes work to the required standards (quality and timeliness).
- Identifies issues and problems and communicates these to manager in a timely fashion.
- Focuses on the task at hand and the work that needs doing without losing track of priorities.
- Is alert to connections and interrelationships between own workload and that of others and consults as appropriate.