



MANA MOKOPUNA

Children & Young People's Commission

POSITION DESCRIPTION

Position:	Practice Lead
Location:	Te Whanganui-a-Tara
Reporting to:	Manager Monitoring or Manager Participation and Engagement – Mai World
Issue Date:	July 2023
Delegated Authority:	Nil
Staff Responsibility:	Nil

Our Organisation

Mana Mokopuna - Children and Young People's Commission is an independent advocate for all 1.2 million mokopuna aged under 18 in Aotearoa New Zealand and care-experienced mokopuna aged up to 25. Mana Mokopuna was established in July 2023, but the organisation was previously the Office of the Children's Commissioner, and we have a rich whakapapa built on the commitment of former [Children's Commissioners](#) since 1989.

The Commission is an Independent Crown Entity governed by a board of six Commissioners led by the Chief Children's Commissioner. It advocates for children's rights to be recognised and upheld, provides advice and guidance to government and other agencies, advocates for system-level changes, ensures children's voices are heard in decisions that affect them and monitors places where young people are detained.

Our name, Mana Mokopuna, describes who we are and what we stand for. At its heart, Mana Mokopuna recognises the many elements that will support mokopuna to thrive. It focuses on children and young people in the context of their family, whānau, hapū, iwi and wider community. It also recognises that their participation in decisions that affect them is vitally important.

Our Vision and Values

Our moemoeā is *Kia kuru pounamu te rongō* - All mokopuna live their best lives. We want to see every child in Aotearoa, regardless of their background, growing up knowing they belong with their whānau, having what they need to live their best life. It means mokopuna have a say about what matters for them, and that their rights are honoured by those in power.

Te Tiriti o Waitangi is central to our work. Honouring and reflecting Te Tiriti is one of the core values that drives us. We have a tikanga framework with four values-based principles that guide our mahi and behaviour:

- **Aroha:** Mokopuna are taonga. They are born with their own inherent mana. We will always act with compassion and empathy, adapting readily to respond to their needs.
- **Pono:** We believe honesty and integrity are key to doing our job well. We will always report things as we see them and never as how others want them to be seen. We stay true to one important thing: we do as we say we will.
- **Tika:** We are always about the best results for mokopuna. We empower others to bring about the best for them. We're independent and will always speak out for their interests. We consider the range of needs we have to meet and make every attempt to get it right. We never shy away from the hard stuff.
- **Mātauranga:** Mokopuna are our reason for being. They are involved, participate, and have input into things we do. We act from a place of knowledge; we work from evidence and advise others based on the things we learn.

Purpose of this Position

Practice Leads provide technical expertise and support to ensure the effective, efficient, and best practice undertaking of monitoring or engagement within the context of relevant legislation, guidelines and frameworks, including the Mana Mokopuna framework.

Practice Leads, in conjunction with Kairaranga Mokopuna and Whānau, and with support from Managers, will identify development needs for the team. These roles will either identify appropriate tools to support the Manager or will directly work with kaimahi to support them to improve in specified areas.

The Practice Leads will take a leadership and mentoring role with regard to the Monitoring or Participation and Engagement work programmes and in supporting kaimahi.

Working Relationships

<p>Internal:</p> <ul style="list-style-type: none">• Chief Executive• Senior Leadership Team• Policy Team• Mata Māori• Other Senior Advisors and Advisors• Communications Team• Corporate Services Teak• Human Resources Team	<p>External:</p> <ul style="list-style-type: none">• Mokopuna and/or agencies and organisations representing them• Whānau, hapū and iwi• Oranga Tamariki including national office, residential institutions, community-based care homes and service delivery sites – youth justice and care and protection• Other Government agencies including but not limited to Ministry of Social Development, Ministry of Health, Ministry of Education, Ministry of Justice, Department of Corrections• Mental health facilities including but not limited to District Inspectors, DAMHS, MHAIDS, Mental health advocates and experienced advocates like Peer Tree, Buddies, Community mental health (especially around transitions and admissions) and Respite homes• Other facilities that may need to be explored under OPCAT• Human Rights Commission• Ombudsman’s Office• Independent Children’s Monitor• Children’s sector and rights advocates• Wider NGO sector including Barnardos NZ• Community partners
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Key Accountabilities

Key Result Areas	Accountabilities
Promote operational best practice	<ul style="list-style-type: none"> • Provide specialist mentoring, advice, quality assurance and support to the team and Commission to ensure best practice monitoring and engagement activity within relevant guidelines and legislation, including the Mana Mokopuna framework • Alongside the Kairaranga Mokopuna and Whānau, develop operational policy and practices, based on best practice monitoring and in line with the Mana Mokopuna framework • Work with the Manager to identify development needs for the team, and either provide support directly to kaimahi, or through the Manager to help kaimahi improve in these areas • Contribute monitoring expertise to the development of a programme of policy, funding and legislative mechanisms which would make the biggest strategic impact for mokopuna within places of detention • Support the coordination activities with the Human Rights Commission as Aotearoa NZ's central coordinating body for NPMs; support Mana Mokopuna kaimahi holding lead portfolios for different aspects of our monitoring and represent the Commission in relation to our monitoring, as required
Advocacy	<ul style="list-style-type: none"> • Contribute to discussions with key stakeholders to hold them to account on monitoring activity findings • Identify areas for advocating for systemic improvements to statutory care and protection and/or youth justice and/or child and adolescent mental health services at the design and delivery, policy and strategic levels and seek out opportunities to advocate for change • Support advocacy efforts and research related to better outcomes for mokopuna within places of detention • Inquire into individual cases that are brought to the attention of the Chief Executive, in a professional and considered manner consistent with best practice standards

Key Result Areas	Accountabilities
Monitoring and engagement	<ul style="list-style-type: none"> • Within the Monitoring team, manage complaints, grievances and other issues that come to the attention of the Commission with regard to monitoring • Within the Monitoring team, lead the process of oversight of Oranga Tamariki's Grievance (complaint) process within the care and protection and youth justice residences • Contribute to and lead the achievement of the team annual work programme • Carry out agreed monitoring and engagement activities in accordance with the scope and design for each project and within the Mana Mokopuna framework • Engage purposefully, sensitively, and effectively with mokopuna, families and whānau, Oranga Tamariki managers and staff, DHB managers and staff for mental health and forensic units, and Iwi, NGO and community stakeholders to gathering their feedback, understand their experiences and gain information to inform monitoring assessments • Contribute to the analysing of material and information gathered as part of monitoring, to identify systemic issues that need to be addressed • Prepare clearly written reports and recommendations on practice and service delivery to inform policy development and service improvement within places of detention and promote the views, interests, and well-being of mokopuna • Contribute to the provision of feedback on monitoring findings to relevant agencies, particularly Oranga Tamariki, with the view to help improve the lives of mokopuna within their facilities • Contribute to the preparation and delivery of presentations on findings and issues related to the rights of mokopuna in statutory care and/or custody. • Provide mentoring and coaching to Senior Advisors and other more junior kaimahi to upskill and develop • Contribute to the knowledge base on issues and policies related to the rights and well-being of mokopuna, and strategies of engagement with mokopuna, by presenting to audiences and/or participating in other ways within the community.

Key Result Areas	Accountabilities
Relationship management	<ul style="list-style-type: none"> • Build and maintain strong relationships with internal and external stakeholders • Use strong networks to engage on issues impacting mokopuna, with the view to influence positive change
Te Tiriti partnerships	<ul style="list-style-type: none"> • Champion the rights of Māori as Tangata Whenua. • Actively work to improve skills and knowledge of Te Reo Māori and Tikanga Māori • Ensure that practices, processes, activities, and initiatives within your designation are reflective of our obligations under Te Tiriti o Waitangi
Strategy and policy development	<ul style="list-style-type: none"> • Contribute to the development of long-range policies and strategies for the tari, sharing expertise and knowledge freely
Communications	<ul style="list-style-type: none"> • Provide briefing and support to media and stakeholder engagements to best effect
Project support and other duties	<ul style="list-style-type: none"> • Participate in projects and perform other duties as required

Technical/Professional knowledge and skills

- In-depth knowledge and understanding of the care and protection system and/or youth justice and/or child and adolescent mental health services – statutory and community
- Demonstrated ethical and reflective approach to own practice; recognised as a credible and experienced practitioner from whom others regularly seek advice and professional support
- A strong critical and strategic thinker who is politically savvy
- Strong leader who has the ability to effectively coach and mentor others
- Highly developed analytical skills and a proven ability to synthesise information, draw conclusions and make clear recommendations
- Superb relationship management skills and a demonstrated ability to manage complex relationships and calmly resolve tensions and conflict
- A confident and highly skilled communicator, presenter and facilitator, with excellent written and verbal communication skills
- Relevant project management skills as well as a demonstrated ability to lead others to deliver tasks. Research and evaluation skills would be advantageous.
- Experience in delivery of professional supervision in a discipline relevant to the team and function
- Has contributed to the knowledge base or to the development of policies or services in an area of expertise that is recognised by stakeholders in that field
- Advanced understanding of the provisions of the Oranga Tamariki Act 1989, the Mental Health Act 1992 and other relevant legislation

- Expertise and experience in conducting robust investigations into sensitive matters.
- Expertise or experience in monitoring the implementation of policies and practices in a statutory agency or in undertaking relevant site or case-based evaluation
- Expertise or experience in the interpretation and application of legislation, in particular the care and protection principles and provisions of the Oranga Tamariki Act 2017
- Culturally competent with expertise and experience working successfully and collaboratively to improve outcomes for tamariki Maori, whanau, hapu and iwi
- Culturally competent with expertise and experience of working successfully to improve outcomes for Pacific children
- Tertiary qualification and professional accreditation in a relevant discipline, with a professional practice background, such as clinical psychology, and substantial experience relating to children's rights, interests, and welfare

Special Requirements

- Demonstrated commitment to embedding Te Tiriti based practice within previous roles, and commitment to progressing the Te Tiriti journey of the Commission, including participating in Te Reo lessons or cultural development activities
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
- Willing to travel to fulfil job requirements