

Senior Advisor - Regulatory Operations and Implementation

Reports to:	Director of Workforce Planning and Policy
Direct reports:	Nil
Location:	Wellington

He ara pukenga, he ara tauwhiro, hei whakamana mātā waka

The many pathways of knowledge, the many pathways of social work, upholding the dignity of all

About us

The Social Workers Registration Board (SWRB) is Aotearoa New Zealand's occupational regulator of the social work profession. In addition, we are the Lead Agency for social worker workforce planning for all social workers. As a Crown Agent under the Crown Entities Act 2004, we are monitored by the Ministry of Social Development and accountable to the Minister for Social Development and Employment.

We are governed by a seven-member Board appointed by the Minister for Social Development and Employment, under the Social Workers Registration Act 2003 (SWRA). We have approximately 45 staff located in our Wellington Office.

Our purpose

Our purpose is to protect the safety of members of the public by ensuring social workers are competent and safe to practise and are accountable for the way in which they practise. We also enhance social workers' professional practice and provide insight into the opportunities and challenges facing the social worker workforce.

Te Tiriti o Waitangi/ Treaty of Waitangi statement

As the SWRB, we recognise our Crown-Māori commitment as a Te Tiriti O Waitangi partner and are committed to improving services and outcomes for Māori, strengthening the Crown's relationship with Māori, and developing our Māori capability.

Our values

Matatika: To do what is right and just, ethical, fair, equitable, honest, unbiased, impartial, moral, trustworthy

Manaaki: To look after the dignity of others, to support, to tend, to take care of, protect, look out for, show respect, generosity, and kindness towards others.

Mahitahi: To work together as one, collaborate, cooperate, co-design, connect, interact, reciprocate, discuss, debate, work in unity with teamwork and synergy.

Māia: To be bold, brave, capable, confident, courageous, demonstrating endurance, strength, and resilience.

Purpose of the position

The purpose of this position is to deliver operational policy as well as offering guidance and practical support in respect of implementation across the regulatory, education and Workforce Planning work programmes.

Key accountabilities and deliverables

Policy development, advice and guidance

- Develop high quality, robust SWRB policy using appropriate evidence base; thorough research and analysis; and following SWRB Policy Framework or Project Management Framework as appropriate.
- Support the implementation of policies with advice and guidance to ensure any policy changes are fully implemented.
- Assist with the development of policy and implementation guidance in the support of the SWRB education programme of work.
- Develop, produce, and review SWRB policies and provide associated advice to the Senior Leadership Team, the SWRB Board and to our Minister.
- Contribute to development of strategies and plans (including working with intervention logics and outcomes frameworks).
- Critically synthesise information from a wide variety of sources to draw sound conclusions from available evidence.
- Engage with stakeholders and government agencies to ensure the advice provided is practical and effective.
- Develop innovative, practical, effective, and sustainable options that will help to achieve the desired outcomes.
- Provide clear, accurate and well-reasoned operational policy products.

Workforce Planning Research

- Undertake targeted research projects across the SWRB's areas of operation.
- Undertake analysis and reporting of findings, for a variety of audiences.
- Provide advice and information to SWRB audiences, including regulated parties, and stakeholders (social workers, employers, educators, training providers and others on research projects undertaken and performance against targets).
- Undertake targeted research projects to support the SWRB's wider work programme as required.

Stakeholder engagement

- Build and maintain relationships and networks to draw upon and exchange ideas, resources, and know-how.
- Support the Director of Workforce Planning and Policy to liaise, inform, and consult (as appropriate) with a range of SWRB audiences and regulated parties including national, regional

and local agencies, groups, consumers, practitioners and others to ensure broad coverage of engagement with the sector on regulatory and workforce issues/concerns/policies and compliance requirements.

Implementation

- Undertake process mapping of current and future state working alongside the implementation team to make policy a practical reality.
- Draft user-friendly manuals to enable transition to business as usual operations.

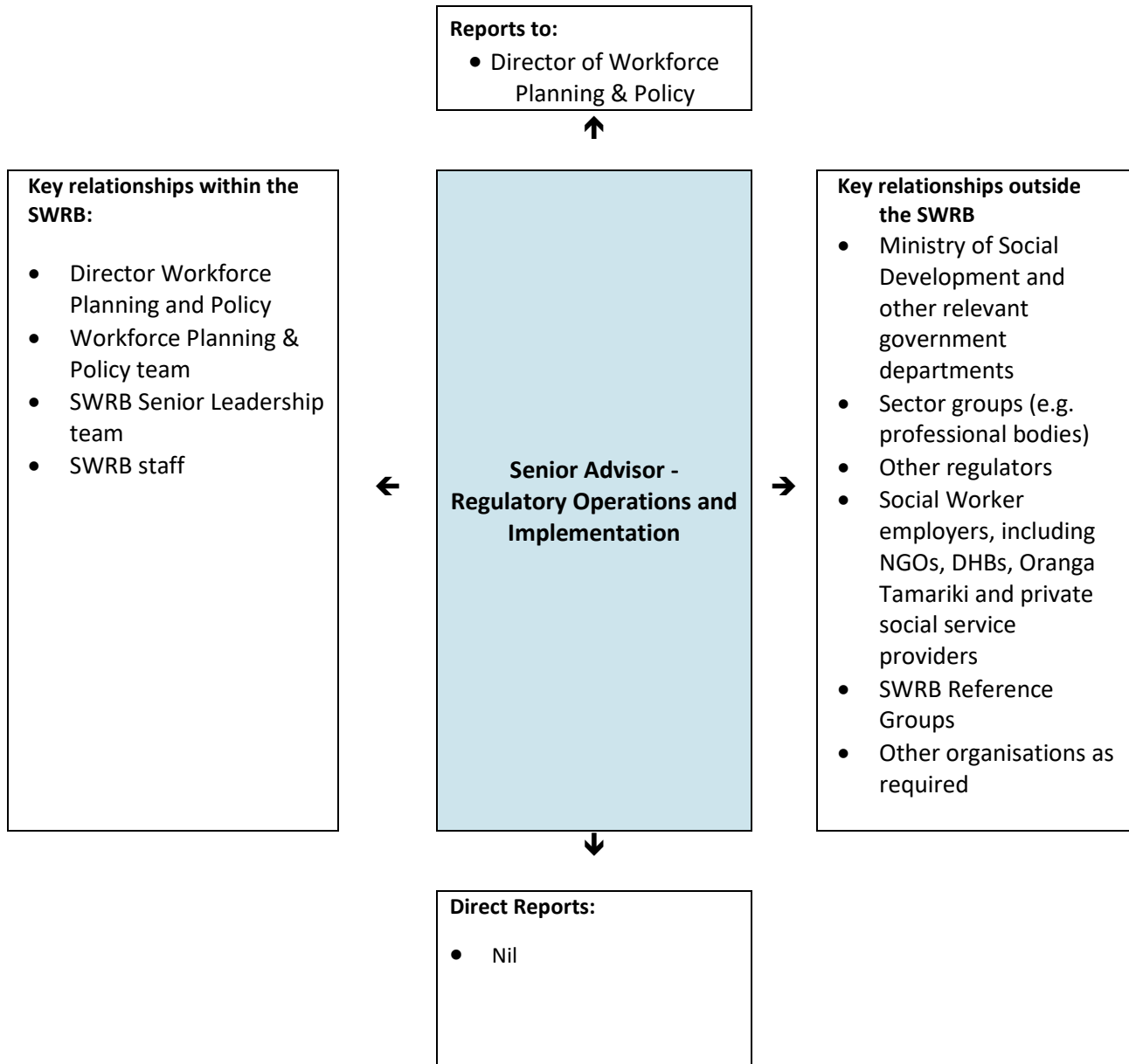
Being part of the Social Workers Registration Board Team

- Actively and positively participate as a member of the team.
- Demonstrate a commitment to Te Tiriti o Waitangi in your daily work.
- Proactively look for opportunities to improve the SWRB's operations.
- From time to time, you may be required to perform other reasonable duties as requested by your manager.
- Adhere to all SWRB procedures, policies, guidelines, and standards of integrity and conduct.

Health, Safety and Emergency Management

- Comply with and support all health and safety policies, guidelines, and initiatives.
- Ensure all incidents, injuries and near misses are reported into our Health and Safety reporting log.
- Take responsibility for meeting the SWRB's obligations in workplace health and safety.

Key relationships and Authorities



Skills and experience

- Experience working with or in the public sector with a proven ability to achieve results in a political environment.
- A sound understanding of, or experience in the social sector and/or a regulatory environment.
- Demonstrated commitment and understanding of Te Tiriti o Waitangi and te ao Māori as they relate to the social services sector.
- Understanding of the machinery of government processes.
- A relevant tertiary qualification.
- Experience in leading policy projects, including defining the problem, managing and undertaking the analysis and engaging others to deliver high-quality objective advice and outcomes.
- Strong analytical and critical thinking skills with the ability to identify and integrate data, information and evidence into decision making.
- Effective planning and organisational skills, including time management, programme management and prioritisation.
- Strong and innovative research skills that can be applied to a range of topic areas.
- Strong interpersonal skills with the ability to develop relationships, including understanding different regulated parties and stakeholder's needs and the ability to influence and persuade.
- Excellent communication skills, both written and verbal, to convey information clearly, simply, and succinctly to a range of audiences, including the Minister and across the sector.

Core competencies

Competencies	Descriptors
Māori Crown Relations Capability Framework Government is aiming for all public servants to reach the “comfort” level for the 6 core competencies. Specific roles will require deeper skill levels and specialist skills.	<ul style="list-style-type: none"> • Actively engages with the Māori Crown Relationships Framework • Participates in all internal activities to support capability development • Include at least one Māori Crown Relationships Framework goal in performance plans • Aims to reach comfort level across the 6 core competencies
Adaptable	<ul style="list-style-type: none"> • Demonstrates a willingness and ability to adapt to any situation • Applies knowledge to new circumstances • Can change direction with new information/knowledge to meet new direction/requirements • Adapts to changes while remaining focused on goals

Collaboration	<ul style="list-style-type: none"> • Works with and through others to achieve common goals and desired results • Demonstrates the ability to work in matrix leadership models of collaboration • Enjoys working with others to learn on the job
Continuous Improvement The ability to review, develop and improve systems, processes, and services in order to maximise organisational performance and support the achievement of the SWRB's strategic goals. This includes the ability to lead and drive change and to support others through change processes.	<ul style="list-style-type: none"> • Demonstrates a strong desire to find better ways of doing things • Promotes the attitude "we can keep doing things better" • Seeks and accepts suggestions from others about service improvements • Is prepared to take responsibility for developing and implementing ideas for improvement • Helps others understand the implications of change and guides them through change processes.
Cultural Responsiveness The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.	<ul style="list-style-type: none"> • Knows how to address issues that impact on clients, employees, stakeholders, and communities from different cultural backgrounds. • Provides services to clients with sensitivity, understanding, and respect for the client's culture. • Works in ways that enhance consultative relationships with different cultural groups and acts on opportunities to engage with them. • Takes opportunities to grow knowledge and understanding including understanding of mātauranga Māori, tikanga, and te ao Māori
Communication	<ul style="list-style-type: none"> • Builds understanding through effective listening • Listens to what other have to say and responds appropriately • Uses language effectively to gather information and facilitate an exchange of ideas • Displays verbal and written communication that influences others • Has excellent writing and grammar skills, including the ability to write in plain English
Integrity The ability to maintain confidences and trust, and to act in an honest, ethical, and professional manner. This also includes operating with credibility in any situation.	<ul style="list-style-type: none"> • Displays high personal ethics and acts as a role model for the organisation • Consistently demonstrates the desired behaviours and has a reputation for trustworthiness • Able to handle situations that involve major ethical dilemmas. • Is widely trusted • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences • Admits mistakes

	<ul style="list-style-type: none"> • Doesn't misrepresent him/herself for personal gain.
Problem Solving	<ul style="list-style-type: none"> • Uses rigorous logic and methods to solve difficult problems with effective solutions • Probes all fruitful sources for answers • Can see hidden problems • Is excellent at honest analysis • Looks beyond the obvious and doesn't stop at the first answers.
Relationship Management The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations.	<ul style="list-style-type: none"> • Work closely with the business to ensure achievement of the outcomes sought • Builds good rapport with people at all levels • Actively seeks opportunities to contribute to positive outcomes for clients, stakeholders, staff and colleagues • Approaches issues or disagreements with the objective of reaching win/win solutions. • Develops relationship with the intent of achieving effective delivery or relevant services.
State Sector Context Understands the principles and conventions of government and the constitutional, legal and politically neutral framework in which one works in the State Sector. This includes recognising the impact of future environmental, economic, and social developments and trends on state sector policies, processes, and methods.	<ul style="list-style-type: none"> • Is sensitive to and understands the political environment, culture and sensitivities of SWRB • Is aware of contextual issues of change and their impact and implications for the regulatory authority • Understands the big picture beyond one's Entity • Is aware of political and organisational realities, including environmental, economic, and social factors • Accepts and communicates political realities.
Teamwork Teamwork is working collaboratively with others and actively committing to be part of the team. It involves developing trust between team members and following through on commitments made to the team.	<ul style="list-style-type: none"> • Values and acknowledges the input and expertise which others in the organisation can provide; facilitates collaboration across different teams • Seeks to actively promote a positive team atmosphere by understanding issues from other people's perspectives.
Thinking	<ul style="list-style-type: none"> • Looks outside the box and develops new ideas/strategies • Makes decisions and takes responsibility for them • Looks beyond immediate task to consider long-term impact, always thinking what comes next