

27 August 2021

Ministry for Women
boards@women.govt.nz

Tēnā koe

Call for nominations – Residence Grievance Panel vacancy in Dunedin

We are currently seeking nominations for a Grievance Panel member vacancy for the Puketai residence, an 8-bed care and protection residence based in Dunedin.

Oranga Tamariki operates nine residences for tamariki and rangatahi and the tenth residence is operated by Barnardos under contract to Oranga Tamariki. Some residences provide care and protection placements, and some for youth justice placements, while one residence provides placements for the harmful sexual behaviour programme.

Tamariki and rangatahi in residences have a statutory right to access the grievance procedure to lodge complaints as set out in the Oranga Tamariki (Residential Care) Regulations 1996. This provides a forum for tamariki and rangatahi placed in residences to voice their concerns and to have their complaints addressed.

An independent grievance panel for each residence is appointed by the Minister for Children to oversee grievances made by tamariki and rangatahi and carry out any subsequent investigations. The panel is comprised of two community members and one tangata whenua member.

The impact the Grievance Panellist will have:

- promoting and upholding the mana of the grievance process which is a platform for tamariki and rangatahi to voice any concerns while in residence
- providing an independent oversight to the grievance process within youth justice and care and protection residences
- building professional relationships with tamariki and rangatahi, residence staff and management by visiting the residence on a regular schedule
- ensuring investigations are robust and child centred by overseeing investigations carried out by the residence
- conducting independent investigations or reviews as requested by tamariki and rangatahi

What the Grievance Panellist will bring:

- The ability to connect with tamariki and rangatahi in a professional manner
- Reliability and flexibility to fit in with tamariki and rangatahi schedules
- Inquisitory skills with an ability to analyse and interpret information to establish facts, which will assist in understanding the bigger picture and identify opportunities for improvement
- Ability to differentiate between an advocacy role and the role of a grievance panellist, which upholds the integrity of the voice of the tamariki and rangatahi through the grievance process

IN-CONFIDENCE

- Excellent report writing skills
- Excellent level of computer literacy skills, including the ability to use Microsoft Word and Excel

The role

There is no specific term of appointment for the Grievance Panels, however, there is a tenure review after the first three years and then every subsequent two years.

Fees for the role are set at \$360 per day for members (pro rata) and \$499 for the Chair (pro rata) in accordance with the Cabinet Fees Framework. The Chair position rotates around the panel.

If there are candidates on your nomination database who would be interested in being considered for one of these positions, could you please forward their curriculum vitae and covering letter to the Oranga Tamariki National Grievance Panel Coordinator – Grievance_Panel_Coordinator@ot.govt.nz by 26 September 2021. We are not able to accept nominations for current or recent (the past year) Oranga Tamariki employees, or if the nominee holds contracts with Oranga Tamariki.

I have attached the Position Profile for your information. Should you have any further questions about the role, please contact Raiha Hooker-Katene at Raiha.Hooker-Katene@ot.govt.nz or 021 594 952.

Ngā mihi



Michelle Malyon
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Oranga Tamariki–Ministry for Children