



Abuse in Care

Royal Commission of Inquiry

Associate Executive Director - Survivor Accounts, Engagement and Communications

The Abuse in Care Royal Commission is investigating the abuse and neglect of children, young people and vulnerable adults who were in the care of the State and faith-based institutions between 1950 and 1999.

Te Tiriti o Waitangi is the founding document of New Zealand and the Royal Commission is committed to applying the principles of Te Tiriti to the Inquiry - our terms of reference recognise the status of iwi and Māori under Te Tiriti, and ours is the first Inquiry of this nature that formally acknowledges its indigenous population in this way. The Inquiry will partner with Māori throughout the inquiry process and will give appropriate recognition to Māori interests, acknowledging the disproportionate representation of Māori (particularly of children and young people in care).

Our vision

Transforming the way, we, as a nation, care for children, young people and vulnerable adults in our communities.

Our values



Fairness and balance



Independence and determination



Transparency



Aroha

To learn more about the Royal Commission visit www.abuseincare.org.nz

Role details

Business unit	Survivor Accounts, Engagement and Communications	Directorate	Survivor Accounts, Engagement and Communications
Reports to	Executive Director	Location	Wellington

Survivor Accounts, Communications and Engagement

The Survivor Accounts, Engagement and Communications directorate facilitates engagement with survivors and other stakeholders, and provides communication, media and engagement services. Communications are provided to both internal and external stakeholders. The Community Engagement team is established to

support the participation, ongoing engagement, and wellbeing of survivors, others impacted and their supporters in New Zealand and overseas by working collaboratively with community organisations and building their capacity and motivation to support the aims of the Inquiry.

What you'll do

The Associate Executive Director – Survivor Accounts, Engagement and Communications is responsible for leading the Survivor Account, Stakeholder Engagement and Communications functions to support the Inquiry to enable the delivery of the Terms of Reference. The Associate Executive Director leads and manages teams and activities which include contact with survivors, gather and record survivor accounts and manage survivor wellbeing services. The position also leads and manages engagement with key stakeholders including survivor groups, and the general public. The Associate Executive Director also leads and manages the delivery of external and internal communications, and media engagement.

This role is part of the Executive Leadership Team.

Accountabilities	Responsibilities
Strategic leadership	<ul style="list-style-type: none"> ▪ Provide strategic leadership and direction for the Survivor Accounts, Engagement and Communications directorate. ▪ Lead the strategic thinking, operational management and delivery of the Directorate's programme of work. ▪ Provide direction on the effective management and development of team members. ▪ Work with the General Manager, Treaty Partnerships to ensure that the principles of Te Tiriti o Waitangi are applied throughout the Directorate's work programme. ▪ Work closely with the Executive Director, Director of the ED's Office, Associate Executive Director – Operations and Associate Executive Director – Business Support to ensure that the Directorate's programme of work is aligned with the needs of the inquiry. ▪ Recognise and provide for advice received from the Survivor Advisory Group(s) and Te Taumata ▪ Develop a Directorate operating plan that focuses on cost effectiveness and target achievement. ▪ Work closely with the ELT to lead change management initiatives to ensure implications are fully scoped and are integrated into strategic planning initiatives. ▪ Lead the Directorate to ensure the delivery of consistent, high quality services on an ongoing basis.
Management	<ul style="list-style-type: none"> ▪ Develop strategies and work programmes for the Directorate, with supporting measurement, monitoring and reporting mechanisms. ▪ Ensure that the Directorate's work programme is aligned with the Royal Commission's strategic direction and <i>Tō Tātou Mahere</i> and its underlying plans. ▪ Monitor and adjust work programmes through the agreed processes to enable communications and engagement to adapt to changing circumstances. ▪ Regularly monitor and report on progress towards achievement of plans and strategies. ▪ Manage expenditure and resources in line with approved guidelines, budget, deadlines and reporting requirements, with a focus on driving cost effectiveness in the Commission. ▪ Provide regular reporting to the Executive Director and Commissioners.
Service Delivery	Stakeholder Engagement

	<ul style="list-style-type: none"> • Implement the Inquiry’s stakeholder engagement and communities outreach strategies and frameworks, ensuring a coordinated approach that effectively engages on strategic priorities and services <p>Survivor Accounts</p> <ul style="list-style-type: none"> • Oversee the programmes, activity and service delivery of the Survivor Engagement, Stakeholder and community engagement and Communications heads and teams to ensure effective delivery of these services. <p>Communications</p> <ul style="list-style-type: none"> ▪ Ensure that public, stakeholder, communities and media-based insight and feedback flow into the Inquiry through established frameworks and processes. ▪ Oversee the media relations of the Commission. ▪ Provide strong and effective internal communications to support the delivery of <i>Tō Tātou Mahere</i>.
<p>Collaboration and relationships</p>	<ul style="list-style-type: none"> ▪ Ensure that professional effective relationships are fostered across the Commission, particularly as it relates to the Communications and Engagement team. ▪ Participate as an active team member of the RCLT and contribute knowledge and expertise needed to achieve the Commission’s outcomes. ▪ Build strategic alliances with key government and non-government representatives to ensure the Commission’s views are influential in their decision-making. ▪ Build and maintain effective relationships and partnerships with national and international organisations to identify and share best practice.
<p>Collective Leadership</p>	<ul style="list-style-type: none"> ▪ Participate collaboratively as a member of the ELT to support the development of sustainable organisational capability and capacity, achieve expected efficiency benefits and ongoing improvements in cost effectiveness. ▪ Take collective responsibility for the cohesion and performance of the Directorate as a whole and provide peer support to senior leaders. ▪ Ensure consistency and alignment between different directorates in the Commission and promote solutions where there are legitimate differences. ▪ Model exemplary management and leadership behaviours, ethics and values. ▪ Create a sense of vision, engage and motivate people to participate, and makes things happen. ▪ Model the desired values and culture of the organisation and lead this across the team. ▪ Foster an open, collaborative environment that encourages quality, innovation, ongoing learning and knowledge sharing.
<p>Te Tiriti o Waitangi</p>	<p>Carry out duties in ways that are consistent with, and honour the Commission’s commitment to, Te Tiriti o Waitangi.</p>
<p>People Leadership</p>	<p>As leaders, our role is to manage the performance of our teams, to develop their capability through coaching, mentoring, learning and development and actively sharing our knowledge and expertise. This may occur through, but not limited to:</p> <ul style="list-style-type: none"> ▪ Regular 1 on 1 discussions/coaching sessions with direct reports ▪ End of year performance reviews ▪ Management of leave <ul style="list-style-type: none"> ▪ Be Accountable for the delivery of tasks undertaken by team members. ▪ Establishes clear accountabilities, expectations and performance standards with direct reports.

	<ul style="list-style-type: none"> Anticipates future capability needs in the directorate, identifies gaps in capability and addresses these gaps through targeted recruitment and development or other actions. Coaches, mentors and develops staff to meet the needs of the Commission now and in the future.
Risk Management	<ul style="list-style-type: none"> Comply with specific legislative requirements, adhere to the Royal Commission's policies and procedures, and report or escalate risks to the Commission's people, operations or reputation. Maintain a strict sense of professional ethics, confidentiality and privacy, and abide by the public service Code of Conduct.
Travel	<ul style="list-style-type: none"> Travel may be required for this role.
Health, safety and wellbeing	<p>Anybody that has responsibility for a person/s must comply with the requirements of the Commission's health and safety policies. It is an expectation that this will include:</p> <ul style="list-style-type: none"> Communicating health and safety expectations with workers and enable participation in training. Monitoring compliance and ensure the accurate reporting, recording and investigation of workplace incidents. Supporting the early return to work of employees following injury or illness. Upholding health and safety standards in the workplace and foster active worker participation in health and safety. <p>Everyone is required to:</p> <ul style="list-style-type: none"> Take reasonable care for their own health, safety and wellbeing. Take reasonable care that they do not adversely affect the health, safety and wellbeing of other people. Co-operate with any reasonable workplace policy or procedure that has been communicated including prompt reporting of health and safety incidents. Comply with any reasonable instruction that is given by the Commission to allow it to meet with its health and safety obligations.

Qualifications and experience

Qualifications	<ul style="list-style-type: none"> A relevant tertiary or professional qualification.
Experience and knowledge	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> The role of the public service, the machinery of government and the independent role of a Royal Commission. All aspects of communications including written, oral and relationship management Confidence in cultural and disability approaches including tikanga Māori. Strong technical expertise and proven experience in a senior role/s. An understanding of the machinery of government processes, and experience establishing policies to comply with relevant legislation would be an advantage. Sound analytical skills. Significant experience in leadership within both corporate and community environments. Cultural sensitivity and an understanding of Māori Tikanga.

Variations to Duties	Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended in consultation with the employee by addition, deletion or alteration as required to adapt to changing conditions.
Inclusion and Diversity	<p>The Commission welcomes and celebrates diversity and seeks to provide equal opportunities for all people including Māori, Pacific People, LGBTITQA+, and disabled communities to participate in the work of the Commission.</p> <p>Your work life balance is important to us. We acknowledge that non-standard working practices can often be a preferable way for people to work to help them maintain a healthy work life balance. We will proactively work with you to make your flexible working arrangement work where possible.</p>

Role dimensions

Reports			
Direct reports	3	Indirect reports	40
Financial Delegations:	Yes	Non-Financial Delegations:	Yes
Key relationships			
Internal	<ul style="list-style-type: none"> ▪ Executive Leadership Team ▪ Wider leadership group across the Commission ▪ Staff ▪ Other Royal Commission employees ▪ Commissioners 	External	<ul style="list-style-type: none"> ▪ Survivors ▪ Statutory bodies and other agencies associated with the Commission ▪ Survivors Advocacy Groups ▪ Non-Government Entities ▪ Media, communication outlets
Last reviewed		September 2021	