



Abuse in Care

Royal Commission of Inquiry

Head of Investigations – Social Welfare and Health and Disability

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).

The Inquiry is also guided by a number of human rights treaties including, the United Nations Convention on the Rights of Persons with Disabilities.

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	Investigations	Directorate	Operations
Reports to	General Manager, Investigations	Location	Wellington/Auckland, or other agreed locations within Aotearoa
Direct reports	up to 6.	Indirect reports	20-35
Financial Delegations:	Yes	Non-Financial Delegations:	HR

Operations Directorate

The Operations Directorate is the primary provider of investigations, Treaty of Waitangi partnerships and engagement, policy and research, report development and governance advice to the Royal Commission.

The Directorate is responsible for the effective and efficient implementation and monitoring of *Tō Tātou Mahere*, our Roadmap for delivering the Royal Commission’s work programme that will best meet the terms of reference set by the government. The Directorate operates a multi-disciplinary project approach to its mahi and collaborates across the Royal Commission that enables the effective and efficient implementation of *Tō Tātou Mahere*.

Investigations business unit

The Investigations business unit drives the delivery of the Inquiry’s investigation activities. The unit is responsible for gathering, analysing and reporting on documentary and witness evidence and providing advice to Commissioners on these matters which will input into the Inquiry’s findings, recommendations and Ngā Pūrongo (reports/case studies). The investigation teams support the delivery of the Inquiry’s public hearing, wānanga and engagements schedule and deliverables.

In addition, the Investigations business unit is responsible for establishing and implementing appropriate procedures for obtaining, handling, disclosing and publishing sensitive information. The business unit may from time to time provide legal advice to Commissioners, the Executive Director, Associate Executive Director, Operations and other members of the Royal Commission team on the Inquiry’s terms of reference.

There is a strong focus on successfully working with Counsel Assisting, colleagues across the Operations directorate and more broadly across all Inquiry directorates to deliver high quality results.

What you’ll do

The Head of Investigations – Social Welfare and Health and Disability is responsible for leading the group to deliver excellent advice to Commissioners, the Executive Director, Associate Executive Director, Operations and General Manager, Investigations relating to the work plans for Social Welfare and Health and Disability setting investigations. There are three investigation focus areas: Faith, Social Welfare and Health and Disability, and Māori and Pacific.

The Head of Investigations plays a role in supporting and contributing to strategic decision-making processes for the Inquiry and will work across the Royal Commission team to ensure coherent, joined-up advice is provided to relevant decision-makers. The Head of Investigations ensures the group provides a consistently high standard of work, analysis and advice and that the work the group is responsible for is effective and fit for purpose.

Key to this role is ensuring the development and implementation of high-quality investigations plans, providing the group with direction and support to successfully deliver on each investigation plan and ensuring that each investigation plan is underpinned by an effective and efficient use of resources where milestones are met on time and within budget.

The role will work closely with other Heads of Investigations, Heads of Policy and Research, Counsel Assisting, General Manager, Investigations, Associate Executive Director, Operations and leaders across the Operations directorate and more broadly across all Inquiry directorates.

Accountabilities	Responsibilities
Strategic Leadership	<ul style="list-style-type: none">▪ Support the General Manager, Investigations in providing strategic and intellectual leadership to the Investigations business unit as a member of the unit’s Leadership team▪ Provide strategic and intellectual leadership and direction to the group, setting direction and performance expectations and monitoring overall progress against those directives and performance expectations▪ Contribute to the overall Investigations strategy and budget process for the investigations business unit

	<ul style="list-style-type: none"> ▪ Take an organisational leadership role across the Investigations business unit and Operations directorate.
Functional Leadership	<ul style="list-style-type: none"> ▪ Ensure the effective delivery of relevant investigations plans and demonstrate excellence based on enterprise-wide input ▪ Ensure the use of sound quality assurance methods to ensure all advice is of a high quality ▪ Manages and prioritises conflicting demands – leads the way in adjusting priorities, redeploying resources and recovering from setbacks ▪ Ensure ‘right touch’ project management principles are applied to ensure desired outcomes are delivered on time and to the right level of quality, by: <ul style="list-style-type: none"> ○ adapting the principles agilely in response to uncertainty and change ○ using stakeholder management plans and risk registers appropriately
People leadership & management	<ul style="list-style-type: none"> ▪ Foster a “one Royal Commission team” culture, where staff understand the need for adaptability, flexibility and readiness for change ▪ Recruit, lead and manage people in line with HR guidelines ▪ Cultivates a positive group culture of celebrating achievements and learning from mistakes ▪ Oversees ‘on-the-job’ training of team members through supervision, guidance, coaching and mentoring. ▪ Ensures the Royal Commission recruits, develops, supports and retains high performing staff ▪ Encourage a positive health, safety and wellbeing culture in your group and ensure you and your group understand your accountabilities and responsibilities under our Health, Safety and Wellness policy and the Health and Safety at Work Act 2015 ▪ Encourage and nurture a high performing, engaged group with a clear line of sight to the parameters of their role, how their work aligns with the Commission’s strategy, <i>Tō Tātou Mahere</i>, and deliverables ▪ Create a curious (yet delivery focused) learning group environment – where the skills and insights from others are actively sought out and leveraged, where the focus is on strengthening group performance just as much as individual performance ▪ Cultivates a positive group culture of celebrating achievements and learning from mistakes ▪ Models exemplary management and leadership behaviors
Operational Leadership	<ul style="list-style-type: none"> ▪ Complies with the Royal Commission’s policies and processes, including: <ul style="list-style-type: none"> ○ Planning and reporting: ensure all planning and reporting requirements are met including reporting on progress and identifying risks, opportunities, issues and risk mitigation strategies in an appropriate and timely manner ○ Financial management: taking responsibility and accountability for financial performance, managing budget and ensuring efficient and effective use of financial resources ○ Risk management: identifies issues, develops risk mitigation strategies, informs the Associate Executive Director, Operations and Operations Leadership tea, as appropriate.
Investigations Management	<ul style="list-style-type: none"> ▪ Responsibility for the delivery of relevant investigations plans and ensuring that key milestones form part of <i>Tō Tātou Mahere</i>, the Royal Commission’s over-arching roadmap. ▪ Work closely with Counsel Assisting, Team Leaders and Investigators to effectively and efficiently implement investigation plans that have been approved by the Executive Leadership team and Commissioners. ▪ Ensure that the changes and variations to the Investigation plans are identified and processes and procedures are implemented to effectively manage the impact of such changes. ▪ Ensure that Investigation management strategies and processes are in place to meet the Commission’s objectives and operational needs.

Relationship Management	<ul style="list-style-type: none"> ▪ Work closely with Heads of Investigations, leaders across the Royal Commission team, and Counsel Assisting to ensure a collaborative and coordinated approach to the delivery of the investigation plans. ▪ Develops, builds and draws on strong working relationships with colleagues working in Treaty Partnerships, Policy and Research, Report Development, Governance, Survivor Account, Communications and Engagement and Business Support to promote and give effect to the Inquiry's multi-disciplinary team model. ▪ Demonstrates adeptness of strategic and operational matters through high quality advice to Commissioners, Executive Director, Associate Executive Director, Operations, ELT, Te Taumata, SAGE and stakeholders ▪ Identify, establish, and maintain external relationships, as part of a defined external communications strategy ▪ Credibly front conversations with Commissioners, other agencies and stakeholders on matters
Te Tiriti o Waitangi	Carries out duties in ways that are consistent with, and honors the Commission's commitment to, Te Tiriti o Waitangi and demonstrates a good understanding of the expectations of iwi / Māori within the context of the Commission's mahi.
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.
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.
Travel	Willingness to travel within New Zealand to fulfil the requirements of the role
Other	<ul style="list-style-type: none"> ▪ All other duties as required

Qualifications and experience

Qualifications	A relevant tertiary or professional qualification or proven work experience commensurate with this role.
Experience and knowledge	Strong demonstrable knowledge of and experience in:

	<ul style="list-style-type: none"> ▪ The role of the public service, machinery of government and the independent role of a Royal Commission. ▪ Demonstrated understanding of and experience working in accordance with the Te Tiriti o Waitangi, its principles and working with Māori ▪ Demonstrated experience in leading high performing teams ▪ A strong understanding of the parliamentary processes and the workings of legislation ▪ Excellent verbal, written and interpersonal communication skills ▪ Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others ▪ Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples’ culture ▪ Understanding and appreciation of disability issues and working with people with disabilities ▪ Understanding of intersectionality issues ▪ Experience of being adept at managing complex work programmes within agreed timeframes and budget ▪ Experience with prioritising the demands of a diverse range of stakeholders ▪ Demonstrated ability to work in collaborative peer and other stakeholder relationships
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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.
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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>
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Key relationships

<p>Internal</p> <ul style="list-style-type: none"> ▪ Commissioners ▪ Executive Director ▪ Associate Executive Director, Operations ▪ General Manager, Investigations ▪ Counsel Assisting the inquiry ▪ Heads of Investigation(s) ▪ Team Leaders ▪ Senior Solicitors ▪ Investigators ▪ Investigation group members ▪ “Heads of” functional leads across the Commission ▪ Team Leaders across the Commission ▪ Other Royal Commission employees 	<p>External</p> <ul style="list-style-type: none"> ▪ Royal Commission Participants ▪ Key external stakeholders
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