

RESIDENCE GRIEVANCE PANELS

POSITION PROFILE AND INFORMATION BRIEF



Title:	Residence Grievance Panel Member
Location:	Residence within the panellists region
Accountable to:	Minister for Children, through Oranga Tamariki–Ministry for Children
Accountable for:	Oversight and monitoring of the Grievance Process at Oranga Tamariki Youth Residences
Hours of Work:	5 – 10 hours per month
Remuneration:	\$360 – \$454 per 8 hour day pro rata
Term of Office	Terms of office are open-ended and at the discretion of the Minister for Children. A tenure review is carried out within the first three years of appointment and every two years thereafter

ORANGA TAMARIKI RESIDENCE GRIEVANCE PANELS

Oranga Tamariki Residences

Residential services provided by the Oranga Tamariki–Ministry for Children are a serious intervention in the lives of children and young people. Care and Protection placements are made for children and young people who require an intensive care environment. Youth Justice placements are for young people who have been remanded by the Court into the custody of the Chief Executive because they are not able to be safely placed in the community, or for young people who have been sentenced to Supervision with Residence through the Youth Court. A residential placement is only considered when no safe community alternative is available.

Oranga Tamariki, operate nine residences around the country (Auckland (2), Palmerston North, Rotorua, Wellington, Christchurch (3) and Dunedin). Residences provide a safe and secure environment, while providing both individual and group programmes for residents. Programmes focus on individual change and growth through specialist education services, programmes targeted to individual needs, clinical services, cultural programmes and physical activities. Every child or young person placed in a residence has an individual care plan which is jointly developed through field social workers, families and residential social workers. In the case of young persons admitted in terms of a sentence of Supervision with Residence, the plan is approved by the Youth Court.

Residence Grievance Panels

Each residence has in place a grievance procedure as set out in the Oranga Tamariki (Residential Care) Regulations 1996. The grievance procedure provides an essential forum for young people to articulate their concerns and to have their complaints dealt with fairly to ensure that Oranga Tamariki meets its legal obligations to provide a safe and rehabilitative environment for young people. Every child and young person placed in a residence has the right to access the grievance procedure to lodge a grievance and the right to advocacy.

A Grievance Panel is appointed to oversee grievances lodged as part of this procedure. Each panel member is appointed by the Minister for Children on the nomination of the Chief Executive of Oranga Tamariki, following consultation with the Principal Youth Court Judge, the Principal Family Court Judge, and the Children’s Commissioner. Each panel also includes a tangata whenua member from the area in which the residence is situated.

Function and duties of the Grievance Panel

- Monitor compliance with the grievance process.
 - Conduct reviews that have been referred to the Grievance Panel in accordance with the outlined procedures.
 - Conduct reviews of any decisions made by the residence manager with regards to grievances made to them by a child or young person in the residence.
 - Provide a quarterly report in writing including information on:
 - compliance with the grievance procedure
 - reviews or investigations carried out in the previous quarter.
 - Reports at other times as deemed appropriate.
 - Investigate any grievances made regarding the Residence Manager.
 - Facilitate the residents' knowledge of the grievance process.
 - Any other functions imposed on it by the grievance procedure.
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KEY RELATIONSHIPS AND ACCOUNTABILITIES

Key Stakeholders

- Children's Commissioner
 - Principal Youth and Family Court Judges
 - Chief Executive, Oranga Tamariki
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Key Functional Relationships

- Children and young people in residential care
 - Other grievance panel members
 - Residence manager, Oranga Tamariki
 - Residence staff, Oranga Tamariki
 - National Grievance Panel Co-ordinator, Oranga Tamariki
 - Residence Grievance Co-ordinator, Oranga Tamariki
 - External advocates
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PERSON SPECIFICATION

Desired knowledge, skills and attributes

- An understanding and appreciation of tikanga Māori, and commitment to improve outcomes for Māori.
- Ability to relate effectively to children and young people so that their understanding of the grievance process is strong and accurate.
- Ability to communicate, interact with and develop effective relationships with a wide range of people in different situations.
- Ability to provide direction and leadership to others and work cooperatively to maximise the effectiveness of a team and achieve group objectives.
- Ability to follow procedures consistently to maintain the integrity of the grievance process.
- Experience in report writing and the ability to produce good quality written work in a timely manner. Good level of literacy, numeracy and computer literacy skills, including the ability to use word processing and spread-sheet software; as well as the ability to readily up- skill computer skills as and when

required.

- Ability to analyse or investigate a matter where needed, applying good judgement to resolve an issue.
- Knowledge of, and the ability to apply, the Oranga Tamariki Act 1989, the Oranga Tamariki (Residential Care) Regulations 1996 and other relevant legislation.
- Ability to differentiate between an advocacy role for an individual and the role of a grievance panellist, which upholds the integrity of the voice of the child through the grievance process.
- Strong track record of honesty and integrity and the ability to model these attributes to the children and young people.

HOURS OF WORK AND REMUNERATION

Hours of Work The role of Grievance Panel Member does not have predetermined hours of work. It is estimated that panel members will spend approximately 5 – 10 hours per month carrying out their duties, depending on the size of the residence. The amount of time spent engaging in panel duties may fluctuate depending on what, if any, issues arise in relation to the oversight of the grievance process.

Remuneration Grievance Panel members are paid fees in accordance with the Cabinet Fees Framework. The rate of remuneration is \$360 per day pro rata for a panel member and \$454 per day pro rata for the panel Chair. Grievance Panels operate on the basis of a rotational Chair. Grievance Panel members are also able to claim reasonable travel related expenses. Grievance Panel members are required to submit payment claim invoices.

APPOINTMENTS

Expressions of Interest Nominations and expressions of interest are welcome at any time so that a pool of Grievance Panellists is available as and when vacancies arise. Nominations and expressions of interest should be made by sending a cover letter and current CV to Grievance_Panel_Coordinator@ot.govt.nz.

Process Expressions of Interest from within the community and candidate nominations from Cabinet are sought for consideration. Potential candidates are asked to complete a pre-appointment disclosure, consent and declaration form. Representatives from the Ministry and the Office of the Children’s Commissioner are involved in the selection process. The selection process includes short listing and an interview process from which the preferred applicants are identified. Police and referee checks, and consultation with the key stakeholders is completed. Each panel member is appointed by the Minister for Children. The Minister’s intention to appoint a Grievance Panel member is notified to Cabinet through the Cabinet Appointments and Honours Committee.

Tangata Whenua member	<p>The legislation states that each Grievance Panel will consist of at least one tangata whenua member from the area in which the Residence is situated.</p> <p>Local iwi are asked to identify suitable representatives for nomination. A letter of endorsement from the local iwi confirming the nomination is required.</p> <p>Once identified, the nominee is then required to undergo the same appointment process as non-tangata whenua representatives.</p>
Timeframe for appointment	<p>Once a preferred candidate is identified for a vacancy, the timeline for appointment can take between three to six months, dependant on the rate of completion for each stage of the process.</p>
Resignations	<p>Panel members can resign at any time. Should a panel member wish to resign, a letter of resignation should be send to the National Grievance Panel Coordinator at Grievance_Panel_Coordinator@ot.govt.nz.</p>
