

# Position Description

## Position Title - Ingoa Tūranga

Senior Adviser Offshore Healthcare Provisions (403624)

## Group - Puni

People & Operations (P&O)

## Division - Tānga

People Division | Kura Tangata

## Reports to - Menetia

Unit Manager Health and Safety (401313)

### About the Public Service - Mō te Ratonga Tūmatanui

*Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.*

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi/te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

### About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

### Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

### About the Position - Mō te Tūranga

Reporting to the Ministry's Unit Manager, Health and Safety, this position plays a crucial part within the Ministry in managing the provision of offshore healthcare services to our staff and recognised dependents on posting or travelling on official business overseas. The position involves the maintenance of associated policy, standards, and procedures to ensure it meets the Ministry's evolving needs, contract management of our third-party offshore healthcare administrator, and policy implementation in a way that ensures offshore healthcare needs are delivered with compassion and consistent with our policy settings.

This 'hands on role' partners with internal stakeholders and our third-party offshore healthcare administrator to lead the successful implementation of our Offshore Healthcare Provisions.

This position may participate in MFAT emergency responses as required. This may include work outside of normal hours.

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### Key Accountabilities - Kawenga Matua

Responsibilities of this position may change over time as the Ministry responds to changing needs. The following key accountabilities of this position assist in delivering the Ministry's purpose:

#### Policy and Planning

- Manage offshore healthcare policy settings to ensure they meet the needs of staff and their dependents while being fit for purpose and affordable for the Ministry
- Ensure operational guidelines (standards and procedures) are kept up to date to reflect current policy settings.
- Provide clear communications to staff and their dependents to ensure understanding of Ministry provisions and realistic expectations of how the Ministry can support staff offshore.
- Oversee the development of and manage the roll out and ongoing implementation of a claims portal for staff and partners, working with the Ministry's third party offshore healthcare administrator.
- Partner with relevant line and functional managers & key stakeholders to establish a workplan that adopts a customer-focused continuous improvement approach to ensuring Ministry Offshore Healthcare systems and process are fit for purpose and easy to use.
- Implement and monitor progress of the agreed work plan, offering ideas to assist with addressing any identified roadblocks.

#### Contract Management

- Lead end-to-end contract management (including tendering, contracting, monitoring and relationship management) for contracts with the Ministry's health services providers to ensure service delivery meets quality and value for money expectations.
- Monitor offshore healthcare services utilisation and analyse data to inform changes to policy or contractual arrangements.

#### Healthcare policy implementation advice, risk management and reporting

- Provide clear, competent technical advice and guidance focused on supporting decision makers to implement the Ministry's Offshore Healthcare Provisions effectively and consistently with confidence.
- Deliver high quality written reports/papers to support health, safety and wellbeing governance and decision-making processes.

#### Healthcare policy administration

- Ensure the third party administrator provides efficient administration of our Offshore Healthcare Provisions including timely responses to communications and requests for information or assistance.
- Manage approvals and requests for exceptions to policies and procedures by consulting with relevant stakeholders and making timely recommendations to decision makers all the while respecting the privacy of the individuals concerned.
- Ensure accurate records are kept and file records in accordance with Ministry record management policies and procedures.

#### Financial administration and budget management

- Undertake financial administration to ensure invoices are checked, coded and paid in a timely manner
- Manage budgets in line with Ministry policy and guidelines.
- Actively monitor the transaction levels of the various services provided by our third-party administrator and seek contract variations as necessary.

#### Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

### Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Senior Adviser Offshore Healthcare Provisions will have:

- At least 3 years' practical experience that includes activities such as operational policy management in a government or large multi-disciplinary organization.
- Proven track record managing complex programmes and vendor contracts, where there is a need to consider options, risk, benefits and mitigation strategies and make informed decisions.
- Experience and proven track record of developing and implementation of effective operational policy and procedures
- Excellent analytical capability, including the ability to interpret data and provide practical advice to support continuous improvement.
- Excellent written capability and experience writing papers/reports, including the ability to present complex ideas and information in a way that it can be easily understood combined with the ability to support this with contemporary thinking.

Skills and knowledge:

- An interest in medical treatment and health
- Strong analytical and policy skills
- Excellent relationship management skills
- High levels of discretion and compassion
- Well organised, highly resilient and with the ability to work under pressure and to strict deadlines.
- Ability to deliver advice and support with strong attention to detail, accuracy and to a high standard.
- The ability to work flexibly and effectively in a team context and to work collaboratively and supportively taking shared responsibility for team outcomes.
- Ability to work with ambiguity.
- Demonstrated proactivity and strategic capability – can evidence a continuous improvement focus and innovation.
- A strong results orientation.
- Ability to work to a plan and develop a project plan where required.
- Well-developed relationship management, influencing and negotiation skills.
- A strong customer and business partnership focus, with the ability to communicate effectively with a range of people.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

### Relationships - Pātahitanga

The Senior Adviser Offshore Healthcare Provisions position is required to build and maintain the following relationships:

Within the Ministry:

- All Ministry Managers
- HR Business Partners
- All Ministry staff posted offshore (and accompanying recognised dependents)
- Group Business Managers

Outside the Ministry:

- NZ Inc Agencies
- Consulting companies as appropriate
- Suppliers, including our third-party healthcare administrator

### Delegations - Whakatautapatanga

- The role is responsible for the management of NIL direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

### Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- Maintain strict levels of Medical in Confidence protocols
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

### References

- **Ministry's Strategic Intentions**  
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>