



Te Kāhui Tika Tangata Human Rights Commission

Kaitohu Take Tika Tangata Human Rights Case Advisor Position Description

Team/Unit	Human Rights Information and Support Services
Reports to	Human Rights Information and Support Services Team Leader
Location	Wellington / Auckland
Salary Band	3B \$81,003 - \$95,298
Direct Reports	Nil
Approved by	Tatau Uruora Chief Executive Kāwanatanga Tatau Urutahi Chief Executive Tino Rangatiratanga
Date Approved	December 2023

Ko wai mātou | About Human Rights Commission

Te Kāhui Tika Tangata is Aotearoa New Zealand's national human rights institution, accredited A status under the Paris Principles that internationally set the standard for NHRIs. The Commission was created in 1977 and is enabled by the [Human Rights Act 1993](#) to protect and promote human rights in Aotearoa. We operate independently of Government as an Independent Crown Entity however we are funded through the Ministry of Justice and are accountable as such for the use of public funds.

We are committed to supporting a life of dignity for all, and to becoming a Te Tiriti based organisation taura and human rights exemplar. As part of Te Kāhui Tika Tangata's transformation, we aim to ensure that all four articles of Te Tiriti o Waitangi are upheld at every level of the organisation and in all our activities. Our expectation is that all individuals and teams have an important role in contributing to this journey and to be nimble, focused and coordinated for collective impact.

Ō mātou uara | Our values

Our values guide how we behave as an organisation and as individuals to achieve our mission:

- Mana tangata – human dignity
- Māia, tika, pono – courage and integrity
- Whanaungatanga – relationships

Mō tō mātou rōpū | About the team

The Information and Dispute Resolution rōpū provides a high quality, responsive and appropriate information and dispute resolution service to respond to complaints of unlawful discrimination and broader human rights matters brought to the Commission. This includes providing an effective tangata whenua pathway. The rōpū includes two teams that work closely together – Dispute Resolution and Human Rights Information and Support Services.

The **Dispute Resolution** team consists of mediators who provide a dispute resolution service to those who are experiencing, or have experienced, unlawful discrimination under the Human Rights Act.

The **Human Rights Information and Support Services** team exists to provide service to all people who contact the Commission, including some early intervention activities in discrimination matters, and meaningful information and support to individuals and communities that are experiencing discrimination and harmful speech in Aotearoa New Zealand. The team is the first point of contact with the Commission, triaging approaches, making sure that our services are reaching the people who need them.

Two pathways through HRISS and Dispute Resolution services are available to service users that reflect both te ao Māori and Tangata Tiriti ways of resolution.

Tēnei tūranga | About the role and purpose

The Human Rights Case Advisor will engage with a variety of service users to provide early resolution services, advice, information and resources to individuals and communities.

This position has a strong focus on providing exceptional service. Exceptional communication skills will be required in this position, alongside sensitivity, empathy, and confidentiality. The matters this team deals with can be at times distressing, and you may be exposed to situations that are difficult to handle. We will provide you with support along the way to assist in addressing these situations in ways that are meaningful and helpful.

Mahi ngātahi | working relationships

Internal	Nature of the relationship
Manager	<ul style="list-style-type: none"> Seeks direction and guidance on the delivery of the work programme, key milestones, risks and mitigations Seeks guidance on process, individual development and management support
Other team members	<ul style="list-style-type: none"> Collaborates with and works on deliverables and/or projects Shares information Engages and connects with others, listens and communicates tactfully
Internal stakeholders	<ul style="list-style-type: none"> Kāwanatanga and Tino Rangatiratanga Leaders Commissioners Waihanga Maramatanga Leadership Team All teams in Te Kāhui Tika Tangata
External relationships	Nature of the relationship
External stakeholders	<ul style="list-style-type: none"> Tangata whenua Community groups General public of Aotearoa New Zealand Government agencies

Ngā Haepapa | Accountabilities

Priorities	<ul style="list-style-type: none"> Provide a front-line telephone and correspondence service for individuals and communities contacting the Commission with enquiries about human rights issues Including: <ol style="list-style-type: none"> Receiving and effectively assessing enquiries and complaints in order to determine appropriate action
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	<p>2. The effective internal and external triage of matters</p> <ul style="list-style-type: none"> • Respond with quality service to all enquirers, providing accurate and timely information, appropriate referral advice, facilitation of access to the Commission's dispute resolution service or other services, and advice on a range of self-advocacy options • Develop and produce training materials and resources for individuals and communities – both generic and tailored to the service user(s) • Develop and produce generic tools and FAQs that reflect common queries and requests • Accurately capture, and where required analyse and report, information on complaints/enquiries received • Participate in the roster for receiving members of the public who drop into the office with complaints and enquiries
Te Tiriti o Waitangi and Equity	<ul style="list-style-type: none"> • Apply knowledge of Te Tiriti o Waitangi and its application in our organisation to all work practices. • Attend appropriate Te Tiriti o Waitangi education.
Other duties	<ul style="list-style-type: none"> • Undertakes any additional duties as reasonably required by the Manager, Human Rights Information and Support Services

Ngā āheinga | Capabilities

Qualifications and training	<ul style="list-style-type: none"> • Relevant professional qualification/s, training, or equivalent experience, for example in human rights, law, dispute resolution
Risk Assessment	<ul style="list-style-type: none"> • Ministry of Justice • Public Service Commission
Experience and skills	<ul style="list-style-type: none"> • Knowledge and understanding of national and international human rights, including te Tiriti o Waitangi, public policy issues, and harmonious relations between people in Aotearoa New Zealand • Demonstrated experience in client service roles (excellent phone and email communication and service skills) • Experience and/or expertise in one or more of the Commission's priority audiences, including Māori, disabled people, Pacific peoples, ethnic minorities, migrant workers, people of diverse sexual orientation or gender identity, and women, is desirable • Experience in some of the following: <ul style="list-style-type: none"> • community engagement • community development • human rights education • working with government, businesses and other duty bearers • advocacy • parliamentary and public policy processes

	<p>Skills</p> <ul style="list-style-type: none"> • Competence operating with a Tiriti-based approach • Understanding of te Tiriti o Waitangi • Indigenous rights and other human rights knowledge • Awareness of the functions of various government and non-governmental agencies for referral purposes • Knowledge and experience in providing helpline service or equivalent • Excellent communication, relationship management and interpersonal skills, ability to actively listen, draw out relevant information competently and check understanding, express information effectively and accurately, both orally and in writing • Skilled in de-escalation and dealing with distressed people • Understanding of database use and data analysis • Ability to work with diverse communities • Ability to maintain effectiveness in a pressured environment • Strong problem-solving skills • Demonstrated success in building relationships and gaining support from and participation of key individuals and groups <p>Analysis</p> <ul style="list-style-type: none"> • Think analytically, conceptually and laterally • Makes links between diverse pieces of information • Can recognise the detail and the big picture of issues or pieces of work <p>Communication and influence</p> <ul style="list-style-type: none"> • Employs clear and effective two-way communication, spoken and written, with a wide range of people and in all situations, in order to listen to persuade, and to influence others <p>Building and sustaining relationships</p> <ul style="list-style-type: none"> • Establishes and maintains positive relationships with colleagues and stakeholders internally and externally <p>Adaptability and innovation</p> <ul style="list-style-type: none"> • Demonstrates a innovative approach to problem solving and decision making with a capacity to develop and deliver effective solutions • Recognises the need to be nimble and iterative to achieve progress in a changing environment <p>Other</p> <ul style="list-style-type: none"> • Ability to apply a human rights approach to work • Collaborative working style • Resilience and relationship-building skills • Good organisational and time management skills
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Personal commitment and integrity	<p>Commitment to Te Tiriti o Waitangi and human rights</p> <ul style="list-style-type: none"> • Demonstrated commitment of / or experience working in a Tiriti context and understanding of Te Tiriti relevance to the work of the Commission • Demonstrates personal commitment to human rights and harmonious relations <p>Conduct</p> <ul style="list-style-type: none"> • Understands the role and nature of a national human rights institution and the conduct required of its members • Displays the highest standards of personal and professional behaviour • Models behaviours consistent with the Commission's values and holds others accountable for those behaviours • Displays a high degree of consistency in personal behaviour with a reputation for absolute trustworthiness • Proven record of confidentiality, discretion and judgment • Demonstrates commitment to continual personal development <p>Wellbeing, Health and Safety</p> <ul style="list-style-type: none"> • Advocates, supports and ensures compliance with the requirements of the Health and Safety at Work Act 2015
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As a Public Servant

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 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 ō 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 hāpori, 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 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 and 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.