Ethnic Peoples Community Relations Officer

Position Details

Reports to: Policing Development Manager (or delegated manager)

Location: Generic

District/Service Centre: Generic

Shift work/non shift work: Both

Group: MPES

Remuneration range: Band H Sworn, Band G Non Sworn

PHPF Level Purpose: Individual Contributor

Employee Type: Office of Constable & Police Employee

Direct reports: This position has no direct reports but may lead teams and task forces with co-opted staff as required.

Delegated financial authority: Nil

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Purpose

The purpose of the MPES is to enable us to deliver Our Business for Maori, Pacific and Ethnic communities.

To support the delivery of these outcomes the Ethnic Peoples Community Relations Officer will provide support, advice and coordination of Ethnic community group policing activities including recruitment and development of strategy initiatives within the Area. Also provide support and responsiveness to the needs of Ethnic community groups within the area. Develop key stakeholder relationships with targeted community groups to ensure necessity and success of community specific projects/programmes within the Police.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Administration and operational support

- Identify key Ethnic Community groups, their areas and their relationships.
- Provide a bridge and enhance relationships between NZ Police and Ethnic Communities.
- Identify current/strategic issues affecting both police and Ethnic communities.

- Help create a safe environment where Police Managers and Officers and members of Ethnic Communities can discuss current issues affecting both parties.
- Help create an environment that increases Ethnic Communities' participation and input into policy, planning and operational policing.
- Develop local District Support for Ethnic background officers.
- Support the District Commander and district management team, by providing their expertise and knowledge to support and ensure the delivery of the Ethnic strategy.
- Inform the District Commander and district management team to ensure a better inter-district co-ordination of Ethnic strategies and initiatives.
- Identify internal capacity building opportunities and provide stimulus for development of District initiatives.
- Contribute towards District understanding of strategies.
- Develop and provide District Support for Ethnic recruitment.
- Liaise and provide District Support for Ethnic recruits in the police college.
- Promote a multicultural-style police organisation to meet the safety needs of Ethnic communities.

Provides administrative and operational support to the District by:

- Working with all Ethnic peoples and groups to develop positive partnerships.
- Assisting in the preparation of responsiveness plans, with particular emphasis on consultation with Ethnic groups and individuals.
- Assisting in the development and maintenance of effective and meaningful working partnerships between Police and Ethnic communities.
- Providing information to management regarding issues of concern to Ethnic communities.
- Identifying police issues that need to be referred to and discussed with Ethnic communities including issues relating to crime, youth and youth at risk issues, Road Safety, victimisation, police training and recruitment.
- Providing advice to the District Commander/Management regarding media releases relating to cultural matters.
- Providing advice and support to all staff regarding Ethnic customs and protocol.
- Undertaking specific police and community projects with a particular focus on Ethnic communities.
- Acting on behalf of the Policing Development Manager, District Commander, O/C Station as required, in matters relating to Ethnic communities.
- Providing expert advice and direction to all staff on culturally significant matters.
- Maintaining a database of all relevant community leaders, groups and organisations that can assist police in responding to issues affecting Ethnic peoples.

3. Strategic development and implementation

- Supports district strategic plan achievement through the development facilitation, co-ordination and contribution of 'Responsiveness' initiatives and strategies which align with national ethnic strategic directions.
- Evaluates the effectiveness of strategic initiatives relating to 'Responsiveness" so that the district achieves positive results.
- Liaises with the Police National Headquarters – Strategic Ethnic Advisor: Maori Pacific Ethnic Services in the development of national strategy in regard to Ethnic peoples.
- Develops 'Responsiveness' initiatives for district implementation that reduce the rate of victimisation, road trauma and offending by Ethnic peoples and which are consistent with the spirit and substance of cultural partnerships.
- Examines police policies and projects in the district to ensure they take into account Ethnic peoples perspectives. Assists in the development of the Police capability to respond to Ethnic peoples concerns.

- Assists District Trainers to identify develop and facilitate training that relates to matters of cultural significance in Ethnic communities.
- Provides advice and assists in the preparation of submissions and assessments of District Plans or policy statements relation to culturally significant matters.
- Provides information and advice about 'Responsiveness' activities completed or planned, for which budgeting and resourcing may be identified.
- Provides advice and support to District Management team to ensure the development and implementation of appropriate Ethnic Officers Professional Development structures
- Provide advice and support to District Management and Recruitment Office to develop and implement Ethnic Recruitment initiatives.

4. Problem solving

- Correctly identifies problems including symptoms, causes and effects.
- Adopts innovative and culturally appropriate responses to problem solving including the use of community based solutions.
- Shows perseverance but is able to modify approaches to different situations and people when it is apparent that a method or approach is inappropriate.
- Provides expert advice and direction to supervising staff in operational conflict resolution, where culture is or may be a factor.

5. Customer service

- Assists in meeting the Police focus on the proper handling and response to requests.
- Ensures that all service requests and complaints are met with a professional, customer-friendly, culturally appropriate and timely response.
- Uses discretion in an appropriate manner in dealing with problems.
- Shows flexibility in approaches to different situations when it is apparent that a method or approach is inappropriate.
- Provides advice and direction to police staff on any matters of cultural protocol that may enhance the delivery or implementation of an activity or initiative.
- Assists in establishing and maintaining partnership links between customers, the community and partner agencies.

6. Personal performance

- Responds to challenges and pressures by lifting personal performance.
- Actively maintains currency with significant issues, relating to Ethnic communities at both local and national level.
- Ensures skill levels are enhanced and maintained: e.g. knowledge of Ethnic protocols, ability in conflict resolution, interpersonal skills.
- Provide commitment and develop skills that support 'Responsiveness' development.

7. Relationship management

- Facilitates and assists in maintaining a formal relationship between the District Commander/O/C Station and local Ethnic communities.
- Assists in the development of any memoranda of understanding, relationship agreement or other formal documentation that secures and sustains a positive relationship between Police and the local Ethnic communities.
- Develops and maintains liaison and communications with 'Responsiveness' networks of national or local significance.
- Establishes and maintains a positive relationship with community, partner agencies and all customers and clients of 'Responsiveness' activity.

- Maintains and promotes a positive relationship with media and other interest groups.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A Core Children's Worker security Check is required

Qualifications

- <What qualifications/certifications/career pathway steps are required for this role?>