

Job Description



Kaitiriwā Whakahaere Tikaka

Relationships

Reports to : Kaihautū (Director)

Day to day supervision by: Kaiārahi Tikaka (Practice Leader)

Supervises and Directs : Nil

Internal relationships:

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| <i>Kaiwhakahaere</i> | Operations Leader |
| <i>Kaiwhakawhanake Pakihi</i> | Business Development Leader |
| <i>Kaiārahi Hakarau Pāroko</i> | ICT Leader |
| <i>Kaitiriwā Hakarau Pāroko</i> | Deputy ICT Leader |
| <i>Kairuruku Whānau</i> | Little Citizens' Family Whānau Coordinator |
| <i>Kaiako Kōhukahuka Matua</i> | Little Citizens' Senior Teachers |
| <i>Kaiārahi Matauraka</i> | Education Manager |
| <i>Kairuruku Ara Poutama</i> | Community & Social Services Coordinator |
| <i>Kairuruku Whare - Kaupapa Rakatahi</i> | Youth Transition Housing Co-ordinator |
| | Other Mission staff |

External relationships : Local Papatipu Rūnaka
Māori service providers
Iwi
Cultural Supervisor
Ministry of Education (MOE)
Department of Corrections
Ministry of Social Development (MSD)
Ministry of Housing Urban Development (MHUD)
Tertiary Education Commission (TEC)
New Zealand Qualification Authority (NZQA)
Education Review Officer (ERO)
He Oranga Tamariki (OT)

Primary Functions

- Support the Mission to meet their commitment to Te Tiriti O Waitangi.
- Support the Kaiārahi Tikaka to drive the implementation and continuous improvement of best practice delivery within the Mission.

Key objectives and tasks

- 1. Strengthen culturally responsive practice across the Mission**
 - Implementing and monitoring our internal cultural competency framework and professional development programme
 - Maintaining key internal and external stakeholders within the Māori community
 - Successful experience in developing and managing Māori stakeholder relationships
- 2. Continuous improvement and best practice**
 - Supporting the Kaiārahi Tikaka to implement training, strategies, plans and tools to strengthen culturally responsive practice.

- Supporting the Kaiārahi Tikaka in refining the ongoing design and implementation of QualityWorks, FIT, Client Planning, and other related tools and processes that are best for Māori.

3. Māori Stakeholder Relationships

- Develop and maintain Māori stakeholder relationships particularly with papatipu rūnaka and iwi
- Be able to articulate the experiences, aspirations and needs of mana whenua and the wider Māori community to the management team and Board of Methodist Mission Southern (MMS).
- Promote the needs and aspirations of mana whenua and the wider Māori community across the future development of MMS programmes and products.
- Ensure that mana whenua and iwi partners are being updated and informed in a timely manner on progress which we are collaborating on

4. Staffing

- Facilitate and coordinate the MMS internal Māori network '*Ngā Hau e Whā*' on a quarterly basis from which an action plan reflective of the goals of the rōpū and monitor it to its implementation is developed.
- To attract and retain high performing Māori staff across the Mission services.
- Ensuring in conjunction with the *Kaiwhakahaere*, that all future employees of the mission have a level of cultural competency that aligns with mission's expectation of peoples competencies increasing overtime.
- Support the Kaiwhakahaere in carrying out all staff appraisals.
- Support the Kaiārahi Tikaka in the induction of all new staff.
- Support the Kaiārahi Tikaka to monitor sections delivery effectiveness using the Mission's KPI benchmarks as a starting point.

5. Practice development

Maintain currency with latest guidelines and research relevant to Mission delivery and our clients by:

- Supporting the Kaiārahi Tikaka in systematically evaluating current programme standards, ensuring compliance with all relevant regulatory and accreditation requirements.
- Provide advice on culturally responsive current best practice as exemplified by current research and delivery trends.

6. Strategy and business development

Provide advice to the Kaihautū and the Kaiwhakawhanake Pakihi to ensure future programme and product development is responsiveness to Māori and local mana whenua.

- Participate and contribute to the design of future programmes and products.
- Ensure consultation with mana whenua and iwi.
- Ensure that evaluation of programmes includes Māori voice.
- Ensure that relevant feedback and other frontline information is captured and communicated to the Kaiārahi Tikaka to facilitate further product and new business development.
- Build and maintain active external practice relationships with other providers and social service organisations.

7. Quality control, administration and compliance

Ensure compliance with all statutory and contractual obligations associated with delivery or funding for delivery for the Mission through:

- Monitor and evaluate the effectiveness of the Cultural Competency Framework.
- Monitor that effectiveness of the Cultural Competency Framework ensuring that staff are developing higher level of competencies across the framework.
- Supporting the Kaiārahi Tikaka in co-ordinating all quality and contract audit processes (including but not limited to accreditation, re-accreditation, external evaluation or audit).

- Support the Kaiārahi Tikaka, Kaiwhakahaere and the Kaiwhakawhanake Pakihi in providing timely and accurate funder and stakeholder reporting on programme and service delivery.

8. General

- Undertake personal performance appraisal and supervision processes as directed by the Kaihautū.
- Continue personal professional development and make recommendations to Kaihautū for attendance of specific courses and conferences.
- Contribute to and/or write group policies in consultation with the Kaiārahi Tikaka.
- Provide advice to the Kaihautū on any issues of concern.
- Meet with the Kaihautū regularly for the purpose of monitoring workflow and workload.
- Carry out any other duties as requested by Kaihautū.
- Abide by The Methodist Mission policies and procedures at all times.

9. Person Specification

- A strong grounding in Te Ao Māori (essential) and fluency in Te Reo Kai Tahu (desirable)
- Credibility with key internal and external stakeholders within the Māori community
- Successful experience in developing and managing Māori stakeholder relationships
- In depth knowledge and experience of the aspirations and needs of Māori
- Experience and knowledge in implementing and monitoring programmes of work
- A background in education or education-related delivery is preferred, otherwise a strong background in community-based, multi-disciplinary social services is required
- A collaborative and achievement focused approach
- Current full driver's license
- A passion for quality improvement programmes backed by a track record in building these in a learning environment, or in similar enterprise in the NGO/NFP sectors.
- Ability to adapt approach to individual sections to enable them to realise their full potential.
- Well organised: able to keep track of compliance issues and reporting and meet deadlines.
- Uses compliance issues and quality improvement programmes as tools to assist and improve, not bureaucratise, programmes.
- Excellent verbal and written communication skills; able to articulate ideas concisely using language appropriate for the circumstances.
- Undergraduate qualification in a relevant field.
- Ability to touch type, and confidence in both MS Word and Excel an advantage.
- Strongly collaborative in working style, yet with high levels of personal initiative
- Strong process management skills
- Dedication to the aims and underlying ethos of the Methodist Mission.

Authorisation



Kaihautū Director

September 2020

Date