



Schedule 1

NATIONAL COLLECTIVE OF INDEPENDENT WOMEN'S REFUGE

JOB DESCRIPTION

Position Title	Contract Monitoring & Service Development Support (CMSDS)
Position Type	Ongoing' Full time (37.5 hours)
Direct Reports	Nil
Location	National Office, NCIWR, Wellington
Date	January 2019
Reports to	Team Lead Service Development & Contract Monitoring

OUR VISION

Our vision is leadership that influences the prevention and elimination of domestic violence.

OUR PURPOSE

To liberate women, children, families and whānau from family violence through the provision of quality services and social commentary.

Position Purpose

The role supports the national office operations to provide services to affiliated member refuges and an associate member so that NCIWR is an effective and sustainable not-for-profit organisation working in the Family Violence Sector, New Zealand.

The purpose of the Contract Monitor audit/assessment function is to provide NCIWR with systematic and evidence based assurance that service standards are being met and that agreed policies and procedures are being followed.

This function will support the enablement of refuge members of NCIWR to be lead providers of Family Violence intervention and prevention services. This role audits the NCIWR membership compliance areas so that member refuges provide quality, effective, efficient services and accountability to their consumers – women and children.

This position is expected to be professional, a team player, and support outcomes for both Māori and Tauīwi.

The scope of the position is that it is located in the national office and requires frequent communication with the team lead and colleagues.

This CMSDS will have regular involvement with member refuges requiring frequent travel, an ability to be non-judgmental and impartial while performing your function for national office is necessary.

Through finely developed written and verbal skills the CMSDS has to be able to maintain respectful relationships with member refuges to meet compliance and membership obligations. This is a passionate organisation and at times you will have to bring into play your highly developed conflict management skills.

Working alongside agents of Government agencies such as, Ministry of Children, Oranga Tamariki, and the Ministry of Social Development may be required. In doing so, you will have a professional relationship with those organisations that contribute to the achievement of Women's Refuge goals.

You will support ongoing risk management of the policies and procedures to ensure NCIWR maintains its credibility. Ensure also the Women's Refuge and National Collective of Independent Women's Refuges branding is effective and credible.

CONDITIONS OF EMPLOYMENT

The CMSDS will be based in Wellington with the National Office team and will work throughout New Zealand communities with our 41 refuges.

KEY PERFORMANCE INDICATORS

Attributes and Values

- Positive and supportive attitude
- Ability to quickly establish rapport in diverse settings
- High level verbal and written communication

Report writing

- Clear concise writing style
- Ability to prepare professional reports and documents
- Ability to form judgements and make statements of evidence against each assessment criteria
- Accurately reflect the process of the audit

Information gathering

- Ability to identify relevant documents
- Interviewing and communication skills
- Observation of the environment and equipment
- Ability to access further information and clarify key areas with relevant personnel
- Provide timely, accurate and appropriate reports on the performance or non-performance of refuges relating to membership compliance.
- Implement and monitor processes that support member refuges to be compliant and accountable.
- Monitor compliance and audit functions and recommend amendments to your manager that will enhance the membership obligations to NCIWR.
- Maintain accurate files relating to all member refuges.

Evaluation methods and interpretation

- A sound understanding of audit/assessment processes; service standards and criteria
- Ability to gather information
- To fairly and objectively assess evidence

- Sound judgment and analytical skills
- Ability to formulate recommendations based on the evidence
- Ability to maintain self-awareness and reflection on audit observations and personal interactions during an audit

Planning and facilitation

- Ability to schedule activities and also adapt during the visit - time management
- Show sensitivity and minimise disruption during the visit
- Deliver the findings in a supportive manner

Project Management

- As part of the team, contribute to the strategic business plan by identifying the outcomes from the proposed work, how these will be done, when and by whom.
- Manage all activities within a project timeframe and budget.
- Formulate processes to ensure that work is done with efficiency and accountability is visible.
- Maintain effective work systems, content management and record keeping.
- Undergo good research for costing of work where necessary.
- Contribute to all Women's Refuge major events such as Annual Appeal and Christmas Campaigns activities where required by the Chief Executive

Relationship Management and Servicing

- Develop positive work relationships with your manager, colleagues, refuge workers – paid and unpaid, refuge collectives or boards so that outcomes can be achieved efficiently and effectively.
- Use your effective communication skills to manage phone calls and written correspondence confidentially and respectfully.
- Provide good records, notes, high quality reports and information that ensures that your work relationships are well informed and that these are filed (hard and soft) appropriately within expected timeframes.
- Source private training enterprises or training tools, or expert information that will assist refuges to deliver quality services or gain access to best practice models.

Conflict Management

- Identify conflict types and make on the spot assessments of the situation to ensure you achieve fair outcomes.
- Respond to conflict with an appropriate mode of assertiveness and cooperation so that a party or parties continue to be engaged.
- Follow through on conflict with necessary steps and reduce pendulum responses through strong communication skills.
- Have good awareness of factors that may influence or affect a conflicting situation or your analysis of a conflict.
- Prepare to rethink situations and modes of conflict responses to achieve fair but not necessarily popular results.

Supporting Revenue Generation

- Inform your manager of opportunities and how these may be useful to the fundraising unit.

- Provide relevant refugee statistical information that will support an application or sponsorship in a timely manner.
- Be prepared to contribute to applications, proposals, collateral and other documentation needed for approaches to donors, funders and sponsors by providing written information that is relevant and timely.

Self-Management

- Track and monitor your progress and ensure that your manager and others within your team are updated on all your activities.
- Keep yourself abreast of all what is happening within national office, contributing where asked by your manager, and be involved in activities that are not in the scope of your role when required.
- Undertake regular supervision with your manager and an external agent if required, to ensure that you are able to develop effective strategies that will assist you to do complete your programme of work effectively.

Risk Management

- Ensure all risk is identified, minimised and managed throughout all relationships and processes.
- Advise on risk areas and emerging issues, and develop strategies to manage these.
- Ensure that regional monitoring mechanisms are utilised to determine and report on the effectiveness of services.
- Ensure conflicts of interest are effectively managed.

GENERAL

This is a very busy position requiring a good degree of professionalism with a practitioner’s approach. This includes but is not limited to:

- Maintaining constructive working relationships with the Chief Executive, Team lead service development and contract monitoring , all national office employees, Core Group and member refugees to promote a cooperative and harmonious working environment in order to facilitate positive morale, productivity, and continued improvement;
- Improve operations, processes, efficiency and services when and where necessary;
- Contribute to the ongoing development of the Service development and contract monitoring team for future advancement where possible;
- Develop and maintain a positive and professional profile for the NCIWR in dealings with contractors, agents, stakeholders and other third party organisations.

NOTE: The foregoing paragraphs are intended to describe the duties that the incumbent will be expected to undertake in the position. It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with Regional and National organisational needs as determined by the Chief Executive.

EDUCATION and/or EXPERIENCE

- A minimum of three years senior administrative experience within community development or relationship management, implementing policies and practices and/or a community audit function.
- Experience in managing stakeholder relationships and conflict management.
- Must have proven understanding for managing sensitive and confidential stakeholder and donor relationships.

- Project managing experience is desirable.
- It is advantageous but not essential to have relevant experience working in community development or for a not-for-profit organisation.

Other essential attributes include:

- Excellent interpersonal, communication, and presentation skills;
- High level of writing ability;
- Ability to coordinate multiple projects, including the management of internal and external resources;
- Emotional intelligence and collective thinking;
- Analytical and solution focussed skills;
- Think strategically and develop long-term plans and relationships.

CERTIFICATES, LICENSES, REGISTRATIONS

Maintain a valid full driver's license.

Opportunity location:

Wellington

Key skills sought:

A high level of knowledge and experience within the not-for-profit funding environment is required.

Accountability and dimensions of the position:

Number of indirect reports	nil
Other formal NCIWR delegation levels	nil

Important Relationships

Internal

Chief Executive

Team lead Service development & Contract Monitoring

All national office employees

Te Taumata o Te Kōwhiri Core Group

External

Donors

Not for profit sector

FV Sector

Government sector

Business and corporate sector

Mandatory achievement areas for all National Office Positions

NCIWR Strategic Outcomes

- Has an understanding and working knowledge of NCIWR Strategies including the goals and actions.
- Can discuss its content, key evidence and key ideas and apply this to work priorities of the Business Support team, NCIWR and Te Taumata o Te Kōwhai Core Group.

Parallel Development

- Shows active leadership in applying this knowledge to ensure all work results in Māori achieving success as Māori.

Health and Safety

- Takes all practicable steps to ensure safety at work for self and team, and that no action or inaction on causes harm to anyone else;
- Reports all hazards, accidents, near misses, or unsafe conditions to the Health and Safety Representative as soon as possible;
- Observes NCIWR stated health and safety policies and guidelines;
- Knows and complies with all Health and Safety policies and guidelines.

Professionalism

- Uses their professional skills and knowledge to engender interest and ownership from others in achieving success;
- Articulates a vision of the NCIWR Strategic outcomes. Personally and professionally challenges own thinking about how best to respond and support sustainable efforts that focus on achieving education success;
- Promotes a positive attitude towards change. Represents and promotes challenge;
- Adopts a range of leadership styles to enable others to grow from learning around Māori achieving success;
- Encourages teamwork and cooperation between all staff;
- Promotes a strong stakeholder focus;
- Provides reports on team performance against business plan outcomes that include performance targets;
- Manages and develop own training and professional development within the allocated budget.

Compliance with legislative requirements and NCIWR policy

- Knows and monitors compliance against all NCIWR policies and guidelines.

Business Continuity Planning

- Develops and maintains a business continuity/pandemic plan for all areas of responsibility.

Qualifications and technical skills

Essential

- A relevant tertiary qualification in Business, Community Development, Social Work, or 4 years practical experience in the following areas:
 - Community Development
 - Relationship management or Conflict Management

- Knowledge or experience in the application of the following legislation:
 - The Children, Young Persons and their Families Act 1989
 - The Victims of Offences Act 1987
 - Care of Children Act 2004
 - The Domestic Violence Act 1995 and amendments
 - Employment Relations Act 2000
 - Vulnerable Children's Act 2014
 - Privacy Act 1993
- Previous experience in the design and implementation of improved business processes e.g. financial management, business planning, knowledge and information management, reporting and monitoring;
- Understanding of the principles of the Treaty of Waitangi and experience working in Māori contexts.

Experience and knowledge required for effective performance in the position

Essential

- Honesty and trustworthiness;
- Strong written and oral communications skills;
- Highly developed analytical skills, with a demonstrated ability to understand and interpret a wide range of business information;
- Strong computing skills in Microsoft Office programmes, particularly Word and Power Point. Excel is desirable;
- Ability to think strategically and to grasp, interpret and apply abstract concepts;
- Ability to demonstrate strong leadership and relationship management skills;
- An interest in Māori achievement and working with Māori development priorities;
- Must be able to travel when and where required.

Desirable

- Ability to acknowledge and think about matters from different perspectives.

Schedule 2

What is an employment relationship problem?

It can be anything that harms or may harm the employment relationship, other than problems relating to setting the terms and conditions of employment.

Clarify the problem

If either the Employer or Employee feels that there may be a problem in the employment relationship, the first step is to check the facts and make sure there really is a problem, and not simply a misunderstanding.

Either party might want to discuss a situation with someone else to clarify whether a problem exists, but in doing so they should take care to respect the privacy of other Employees and managers, and to protect confidential information belonging to the Employer. For example, the Employee could seek information from:

- friends and family
- the Employment Relations Info-line on 0800 800 863 or on its website at www.ers.dol.govt.nz
- pamphlets/fact sheets from the Employment Relations Service
- their union (if they are a union member), a lawyer, a community law centre or an employment relations consultant.

Discuss the problem

If either party considers that there is a problem, it should be raised as soon as possible. This can be done in writing or verbally.

The process that should be used wherever possible is set out below.

Firstly, raise your concern with individual concerned.

- (i.) If the concern is not resolved directly, the matter should be escalated to the individual's direct manager;
- (ii.) If the Employee is uncomfortable about approaching the individual's direct manager, the matter should be referred to another appropriate manager.
- (iii.) A meeting will usually then be arranged where the problem can be discussed. The Employee should feel free to bring a support person with them to the meeting if they wish.
- (iv.) The parties will then try to establish the facts of the problem and discuss possible solutions.

The Next Steps

If the parties are not able to resolve the problem by talking to each other a number of options exist:

- The Employee can contact the appropriate Core Group Staff Representative
- Either party can contact the Employment Relations Infoline, who can provide information and/or refer the parties to mediation.

- Depending on the nature of the problem, the issues involved may also be ones that the Labour Inspectors employed by the Department of Labour can assist with, i.e. minimum statutory entitlements such as holiday, leave or wages provision.
- Either party can take part in mediation provided by the Employment Relations Service (or the parties can agree to obtain the services of an independent mediator).
- If the parties reach agreement, a mediator provided by the Employment Relations Service can sign the agreed settlement, which will then be binding on the parties.
- The parties can both agree to have the mediator provided by the ERS decide the problem, in which case that decision will be binding;
- If mediation does not resolve the problem, either party can refer the problem to the Employment Relations Authority for investigation.
- The Authority can direct the parties to mediation, or can investigate the problem and issue a determination.
- If one or other of the parties is not happy with the Authority's determination, they can refer the problem to the Employment Court.

In limited cases, there is a right to appeal a decision of the Employment Court to the Court of Appeal.

Personal Grievances

If the problem is a personal grievance, then the Employee must raise it within 90 days of when the facts that give rise to the grievance occur or come to their attention. A personal grievance can only be raised outside this time frame with the agreement of the Employer or in exceptional circumstances.

ⁱ Subject to funding