

POSITION DESCRIPTION

Position:	Programme Support
Location:	Level 1, 15 Walter Street, Wellington
Group:	National Collective of Independent Women's Refuge – National Office
Reporting to:	Contract Manager
Issue Date:	January 2022
Delegated Authority:	Nil
Staff Responsibility:	Nil

About us

The National Collective of Independent Women's Refuges purpose is to liberate women, children, families, and whānau from family violence through the provision of quality services and social commentary. Our vision is leadership that influences the prevention and elimination of domestic violence.

Purpose of this Position

The purpose of this role is to provide administrative support to the Contract Manager and Whanau Protect Team.

The Programme Support will provide administrative support to the Whanau Protect Programme Lead, and to the wider Whanau Protect Team to ensure smooth operation and service delivery.

The Programme Support will provide administrative support to the Contract manager as required.

This position is expected to be professional, a team player and support outcomes for both Māori and Tuiwi. The Programme Support will support and be familiar with local issues relating to specific refuges and communities that challenge or promote opportunities.

The position supports ongoing risk management of the NCIWR policies and procedures to ensure NCIWR maintains its professional reputation and that NCIWR is seen to be an effective and credible provider of services to the women, children and whānau it serves.

Travel nationally may be required as this role works closely with member refuges. A non-judgemental and impartial approach is essential while performing this function for National Office.

The emphasis is on:

- As part of the Whanau Protect Team, provide administrative support to the team.
- Manage all activities within project timeframes.
- Maintaining constructive working relationships with the Chief Executive, Contract Manager, Whanau Protect Programme Lead and all national office employees, and member refuges
- Improve operations, processes, efficiency and services when and where necessary;
- Contribute to the ongoing development of the team for future advancement .

- Develop and maintain a positive and professional profile for the NCIWR in dealings with contractors, agents, stakeholders and other third party organisations.
- Liaise with participating member refuges to ensure their contractual requirements are met.
- Analyse and report on data using quantitative and qualitative techniques to identify trends and patterns in data.
- Provide quality assurance and ensure risks are identified and managed appropriately.
- Display flexibility and willingness to undertake tasks not necessarily in line with the scope of the role.
- Collaborate with Data and Development to create and design e-learning courses and training for Kowhai Connect as required
- Maintain Whanau Protect manuals and procedures.
- Coordinate, develop and facilitate interactive training with member refuges.

Key Accountabilities

Key Result Area	Accountabilities
Attributes and Values	<ul style="list-style-type: none"> • Positive and supportive attitude • Excellent interpersonal, communication, presentation skills • Ability to coordinate multiple projects • Analytical and solution focused skills • Emotional intelligence and collective thinking • Think strategically and develop long term plans and relationships • Demonstrated ability to maintain professional boundaries
Strategic Planning	<ul style="list-style-type: none"> • As part of the Whanau Protect team, contribute to the strategic business plan by identifying the outcomes for the proposed work, how these will be done, when and by whom. • Actively contribute to Whanau Protect planning and processes in consultation with management • Provide strategic support to the team
Project Management	<ul style="list-style-type: none"> • Improve operations, processes, efficiency and services when and where necessary; • Contribute to the ongoing development of the team • Develop strong relationships with the Contract Manager and other members of the team • Develop and maintain a positive and professional profile for the NCIWR in dealings with contractors, agents, stakeholders and other third party organisations. • Manage all activities within a project timeframe and budget.
Learning and Training	<ul style="list-style-type: none"> • Coordinate, develop and facilitate interactive forums and presentations with member refuges as required • Maintain necessary documentation, program data entry and records and provide periodic project reports on request • Collaborate with Data Development to create and design e-learning courses and training for Kowhai Connect as required
Information and Data Management	<ul style="list-style-type: none"> • Ensure data, information privacy and records relative to Whanau Protect are managed in accordance with relevant legislation and guidance. • Maintain up to date knowledge of data and information management practices across the public and private sectors • Manage the ongoing system and operational business requirements of specified database systems across the unit

Key Result Area	Accountabilities
Operations and Reporting	<ul style="list-style-type: none"> • Provide administrative support to Contract Manager as required • Manage reporting deadlines as required • Generate reports as required • Ensure opportunities for service improvement or new developments are identified and communicated to Contract Manager • Follow robust and respectful processes in the management of complaints where they arise • Contribute to meeting contractual requirements in relation to service performance, development and evaluation • Identify opportunities for collaborative initiatives/projects
Relationship Management	<ul style="list-style-type: none"> • Maintain and manage existing work relationships with all staff, external relationships, service providers and trades people visiting or contracted by National Office • Communicate and disseminate information relating to NCIWR initiatives and projects • Contribute to building a highly reputable organisation • Create and strengthen stakeholder engagement through establishing and maintaining positive relationships, improved information sharing and broadening community connectedness initiatives
Self-Management	<ul style="list-style-type: none"> • Track and monitor your progress and ensure that the Contract Manager and others within the Whanau Protect team are updated on all your activities • Keep yourself abreast of all that is happening within NCIWR and the wider domestic violence sector, contributing where asked by the Chief Executive, and be involved with activities that are not in the scope of your role where required • Undertake regular supervision with the Whanau Protect Programme Lead as required
Risk Management	<ul style="list-style-type: none"> • Ensure all risk is identified, minimised and managed throughout all relationships and processes • Advise on risk areas and emerging issues and communicate these to management • Ensure that conflicts of interest are identified, reported and if required, effectively managed
Conflict Management	<ul style="list-style-type: none"> • Identify conflict situations and advise Whanau Protect Programme Lead or Contract Manager. • Respond to conflict with an appropriate balance 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.
General	<ul style="list-style-type: none"> • Maintain constructive working relationships with the Contract Manager, Chief Executive, Whanau Protect colleagues, all National Office staff, Core Group, Refuges and external agencies • Improve operations, processes, efficiency and services when and where necessary

Key Result Area	Accountabilities
	<ul style="list-style-type: none"> • Contribute to the ongoing development of the Whanau Protect project • Develop and maintain a positive and professional profile for NCIWR in dealings with contractors, agents, stakeholders and other third party organisations • Attend meetings with Whanau Protect team members, the wider Contracting team and National Office team

Conditions of Employment

The Programme Support will be based in Wellington with the National Office team and will work throughout New Zealand communities with our 40 Refuges.

Professional Knowledge and Experience

Programme Support will have:

- Relevant administration working experience
- Proven experience in project management and ability to prioritise multiple workstreams
- Proven experience with managing data and personal information management
- An in-depth understanding of the domestic violence sector
- Sound knowledge of the Whanau Protect contract
- Understanding of the principles of the Treaty of Waitangi and commitment to working in Māori contexts
- Strong conceptual and analytical skills
- A proven record of delivering consistent, high quality work as an individual and within a team environment
- Experience in mitigating risk and has confidence to raise any risks to the Contract Manager

Working Relationships

Internal:

- Chief Executive
- Contracts Manager
- Whanau Protect employees
- All national office employees
- All Member Refuges
- Te Taumata o Te Kōwhai Core Group

External:

- Government
- Not for Profit organisations
- Business and corporate sector
- Housing market
- Family violence sector

Other requirements

- Willing to travel to fulfil job requirements
- Willing to fulfil other duties and requirements for the Chief Executive
- Essential to have an interest in Māori achievement and working to promote Māori development

Expected

- Effective communication skills with a wide range of people including group and team facilitation
- Remain calm under pressure without losing sight of strategic priorities
- Model desirable organisational traits and motivate others to do the same
- Support organisational vision and values
- Work with a diverse group of people in ways that motivate and contribute to an inclusive and collaborative workforce
- Comprehensively and accurately analyse and evaluate statistical information and maintain a logical, planned, and systematic approach to problem solving and future problem mitigation
- Have demonstrated service planning skills
- Have demonstrated budgeting, financial management, and risk management skills
- Be conscientious and demonstrate attention to detail
- Exceptional report writing skills, including micro soft office products

Certificates, Licenses, Registrations

Maintain a valid Driver's License.

Accountability and dimensions of the position:

Number of indirect reports	0
Other formal NCIWR delegation level	nil

Mandatory achievement areas for all National Office Positions

NCIWR Strategic Outcomes 1,2 & 3

Has an understanding and working knowledge of NCIWR Strategic plan including the goals and actions.

- Can discuss its content, key evidence and key ideas and apply this to work priorities of the Whanau Protect 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
- Challenges own thinking, personally and professionally about how best to respond and support sustainable efforts that focus on achieving success
- Promotes a positive attitude towards change
- Encourages teamwork and cooperation between all staff
- Promotes a strong stakeholder focus
- Manages and develops 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.

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.