Schedule 1

POSITION DESCRIPTION

Position:	Programme and Service Support
Location:	275 Cuba Street, Wellington
Group:	National Collective of Independent Women's Refuge – National Office
Reporting to:	Contract-Whanau Protect & Transitional Housing Manager
Issue Date:	December 2025
Delegated Authority:	Nil
Staff Responsibility:	Nil

About us

The Contract unit is part of the National Collective of Independent Women's Refuge (NCIWR). Our purpose is to liberate women, children, families and whanau 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 Programme and Service Support is responsible for engaging with and supporting affiliated refuges at a regional and local level.

The emphasis is on:

- Providing essential administrative and coordination assistance for funded programs, ensuring smooth operation and delivery of the program to member refuges.
- Ensure efficient operation of programs by managing workflows, communication, budgets and reporting
- Negotiating, managing and monitoring services with refuges against contracted agreements.
- Establishing and maintaining effective relationships with key stakeholders, internal and external to achieve optimal service outcomes
- Providing quality assurance and ensuring risks are identified and managed appropriately
- Experience in project management, reporting and working within an NGO or social service agency.
- Ability to be flexible and have a can do attitude for other tasks that may be required within the Contracts and Service Development team.

Working Relationships

Internal:

- Chief Executive
- Contract Manager
- Staff across Contracts unit
- Member Refuges
- All national office employees
- Te Taumata o Te Kōwhai Core Group

External:

- Not for Profit organisations
- Business and corporate sector
- Contractors

Key Accountabilities

Key Result Area	Accountabilities
Strategic Planning	• Actively contribute to the Team's planning and processes • Uphold the Strategic Plan as set by Te Taumata o Te Kōwhai Core Group • Provide strategic support to the Contract Manager and Chief Executive as required.
Team Contribution	• Contribute to processes within Contracts unit. • Build and maintain effective and collaborative relationships with internal and external stakeholders • Contribute to the development of a positive and proactive team culture, actively participating in the team reaching its full potential • Build experience and competence in core practise and specialty in administration of the role • Undertakes 'on the job' training in other work areas within the wider team for ongoing development to assist with workload management during volume surges and as directed • Identify and pursue connections between own work and that of other team members including identifying where additional information and assistance that can be provided together.
Relationship Management	• Build and manage relationships with key stakeholders internal and external e.g. NCIWR National Office, Refuges, Contractors. • Communicate and disseminate information relating to NCIWR initiative and projects within NCIWR • Develop internal and external working and collaborative relationships, as appropriate.
Contract negotiation, management and monitoring	• Manage allocated funding within specified timeframes and budget limitations • Manage and monitor contract management functions, including expenditure associated with the contract • Monitor the services delivered and provide response including identifying risks and issues that require investigation
Reporting	• Collate and report on information, including trends, challenges and opportunities for NCIWR and other key stakeholders • Provide quality information related to contracting in response to requests by the NCIWR management team.

Key Result Area	Accountabilities
	• As directed, assist in the administration, data collection and preparation of reports and presentations
Analysis	• Analyse refuge data to inform recommendations and funding strategies • Identify opportunities for collaborative initiatives/projects

Quality assurance and risk management	• Ensuring risks are identified, minimised, monitored and managed throughout all relationships and processes • Advise Management on any risk areas and emerging issues, and strategies to manage these.

CONDITIONS OF EMPLOYMENT

Programme and Services Support role is a full time position based in Wellington with the National Office team and will interact with our 41 refuges throughout New Zealand communities.

Professional Knowledge and Experience

Programme and Services Support will have:

- Proven experience in project management
- Ability to collaborate on multiple projects
- A good understanding of what is required to work in the domestic violence sector in the coordination or delivery of services or funding programmes in a NGO environment
- Significant experience in working with government agencies, key stakeholders in the social services sector, Iwi/Maori and Pacific peoples organisations
- A proven record of delivering consistent, high quality services in a team environment
- Proven successful experience in risk assessment and project management
- Demonstrable relationship building and interpersonal skills, with the ability to exercise diplomacy and discretion
- Experience in dealing with Community Groups and other NGO Providers at a local level
- Sound analytical skills and solution focussed
- Excellent writing and editing skills
- Good commitment and understanding of Te Tiriti o Waitangi

Attributes/Competencies

- Strong problem solving skills – able to anticipate and resolve problems and make decisions based on sound risk management analysis.
- Strong relationship management skills – able to establish and maintain effective relationships with key stakeholders.
- Excellent verbal and written communication skills - able to facilitate meetings and deliver effective presentations.
- Strong analytical skills – able to analyse data to determine key facts, trends and issues, and present robust analysis and conclusions.
- Proficient user of Microsoft computer applications.

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.

CERTIFICATES, LICENSES, REGISTRATIONS
Maintain a valid Driver's License.

Opportunity location:
Wellington

Accountability and dimensions of the position:

Number of indirect reports	nil
Other formal NCIWR delegation level	nil

Other requirements

- Willing to travel to fulfil job requirements
- Willing to fulfil other duties and requirements of the Contract team
- Essential to have an interest in Maori achievement and working with Maori development

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

- Upholds the business continuity/pandemic plan for all areas of responsibility.

Qualifications and technical skills

Essential

- 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;
- Strong computing skills across Microsoft Office suite, especially Excel
- Ability to think strategically and to grasp, interpret and apply abstract concepts;
- Ability to demonstrate 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
- 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
  - Employment Relations Act 2000

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.