



Position Description

Position Title	Whanau Engagement Manager
Date	29 July 2025
Approved by	CEO - Tuwharetoa Health Charitable Trust
Position holder	TBC
Reports to	CEO - Tuwharetoa Health Charitable Trust
Purpose of the position	<p>The Whanau Engagement Manager</p> <ul style="list-style-type: none"> will lead and manage Tuwharetoa Health's community-based Whanau Engagement Service with the assistance of three Kaitataki / Team Leads. will co-ordinate programmes and projects that meet the needs of clients and whanau. will ensure the brand of the organisation is enhanced through a range of means from traditional media to relationships with marae, hapu, whanau and iwi. will support other senior managers and contribute to the success of the whole organisation.

Working Relationships	
Internal – Tuwharetoa Health	External
<ul style="list-style-type: none"> Whanau Engagement Service Chief Executive Officer (CEO) Chief Operating Officer (COO) Clinical Advisor Financial Controller and team Head of Data Science and IT team Operations Manager and team Pou Herenga / Te Tira Atamai Manager and team Project Lead Whanau, Pepi and Tamariki Manager and team Executive Management Team (EMT) Trustees 	<p>Whanau, Hapu, and Iwi</p> <p>Agencies and providers including but not limited to</p> <ul style="list-style-type: none"> Te Whariki Aroha Collective Te Whatu Ora – Health New Zealand Whaikaha - Ministry of Disabled People Ministry for Social Development Rangitamiro Office for Seniors Te Puni Kokiri Pinnacle Midland Health Network General Practice

Standard Expectations, Attributes, Knowledge, and Skills
Analytical Thinking and Problem Solving: Ability to both identify problems and use information to resolve them.
Communication: Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.
Confidentiality: Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).
Continuous Improvement: Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.
Cultural Appropriateness: Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngati Tuwharetoa Tikanga and Kawa are desirable.
Cultural Development: Commitment to attending and actively participating in quarterly All Team Hui / Noho Marae.
Health and Safety: Ability to work responsibly under the Health & Safety at Work Act 2015.
Policies: Ability to become familiar with, and work in line with Tūwharetoa Health's policies.
Relationship Development: Ability to build and sustain effective relationships both internally and externally.
Self-Management: Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.
Teamwork: Ability to work with others to achieve goals.
Te Tiriti o Waitangi: Knowledge of the principles of the Tiriti and how these relate to the development of specific initiatives for Maori.
Values: Ability to conduct themselves in line with Tūwharetoa Health's principles and values of Whanaungatanga (Spirit of Family), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence).
Current Full New Zealand Driver License is essential.

Position Specific Qualifications, Skills, and Experience	
Qualifications	<p>Graduate or postgraduate degree or qualification in a health, health management or a related discipline.</p> <p>Current Full New Zealand Driver License is required</p>
Knowledge, skills, and experience	<p>Experience working in and expert knowledge of community health services management.</p> <p>Proven ability to lead and motivate a community delivery team.</p> <p>Ability to work autonomously and have the flexibility to respond to a rapidly changing environment.</p> <p>Use innovative / creative approaches to gain acceptance where a fresh perspective is required.</p> <p>Customer service and the ability to engage client and whanau groups.</p> <p>Experience in implementing a restorative model of health care.</p> <p>Experience in project and/or programme management.</p> <p>Skilled in developing and implementing client and family education.</p> <p>Management experience small business/company structure</p> <p>Knowledge of New Zealand health system, sector trends and development.</p> <p>Experience and skill working with whanau Maori.</p> <p>Excellence in oral and written communication / reporting skills.</p> <p>Intermediate level knowledge of computers with experience using Microsoft Office and databases.</p>

Main Responsibilities
Provide overall leadership and management of the Whanau Engagement Service.
Support and hold line management responsibility for the three Kaitataki /Team Leads within the Whanau Engagement Service.
Be the key engagement point for whanau, hapu, marae, and iwi (including iwi authorities and entities) on health-related issues.
Foster effective working relationships with other community-based organisations providing services to whanau.
Envision, initiate, and drive programmes that enhance whanau outcomes within the scope of Tuwharetoa Health's strategic direction.
Ensure that resources for whanau engagement services are allocated efficiently and effectively.
Be an active and innovative member of the Executive Management Team.
Reporting

Role Delegations
Financial (limits/mandates etc.)
In line with the organisation's Delegations Policy, responsibility for all costs within the Whanau Engagement team's cost centre, along with responsibility for scoping and delivery of projects within given budget.
Staffing
<ul style="list-style-type: none"> ▪ Approximately three direct reports ▪ Approximately 35 indirect reports

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Provide overall leadership and management of Whanau Engagement Services.	<ul style="list-style-type: none"> • Lead the Whanau Engagement Service to maximize performance and individual development. • Communicate clear expectations to the Whanau Engagement Service both directly and via Team Leads. • Meet regularly with staff as a team. • Keep written records of all meetings. • Any and all performance issues are managed in line with Tūwharetoa Health policy and the staff member's IEA. • Any and all conflicts are addressed and resolved with the appropriate level of escalation. • Work with other members of EMT to ensure kaimahi have access to education that will assist them in supporting whanau.
Support and hold line management responsibility for the three Kaitataki / Team Leads of the Whanau Engagement Service.	<ul style="list-style-type: none"> • The Whanau Engagement Manager will work with each of the Team Leads with a <i>No Surprises Approach</i>, in a partnering relationship built on each behaving with integrity and in good faith, with appropriate knowledge and information sharing. • The Whanau Engagement Manager will have a weekly one-on-one with each of the service's Team Leads and keep written records of the meetings. • The Whanau Engagement Manager will involve Team Leads in recruitment of new team members. • Participate in all team members' annual performance appraisals and personal development planning alongside Team Leads. • Work with Team Leads to ensure all staff have access to appropriate professional development and training.
Be the key engagement point for whanau, hapu, marae, and iwi (including iwi authorities and entities) on health-related issues.	<ul style="list-style-type: none"> • Represent Tūwharetoa Health as required at whanau, hapu, marae, community and iwi events. • Act as a resource to whanau, hapu, marae, and iwi on health-related matters.

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Foster effective working relationships with other community-based organisations providing services to whanau.	<ul style="list-style-type: none"> • Communicate regularly with peers in other organisations working with whanau. • Attend meetings as required. • Report back to EMT on relevant findings.
Envision, initiate, and drive programmes that enhance whanau outcomes within the scope of Tuwharetoa Health's strategic direction.	<ul style="list-style-type: none"> • Apply practical expertise to the co-ordination and facilitation of projects and programmes for whanau. • Lead and/or support community-based activity, acting as an agent for change that results in improved health and well-being. • Role model excellence in services that support whanau health and wellbeing.
Ensure that resources for whanau engagement services are allocated efficiently and effectively.	<ul style="list-style-type: none"> • Submit service budget annually as requested by CEO. • Ensure resources are allocated in line with the budget approved by the Board.
Be an active and innovative member of the Executive Management Team.	<ul style="list-style-type: none"> • Work with other members of the Executive Management Team to support the development and implementation of community focused health solutions.
Reporting	<ul style="list-style-type: none"> • Ensure monthly service reporting is provided to the Leadership Team. • Ensure Performance Monitoring Return are provided in full and within agreed timelines.