

A wānanga as provided under section 398D of the Education and Training Act 2020, is an institution that: “Māori, have been instrumental in establishing; a wide diversity of teaching and intellectual endeavour that is closely interdependent; associated with higher learning; and are kaitiaki of Mātauranga Māori, te Reo Māori, and tikanga Māori within the tertiary education sector. A wānanga positions themselves within the networks of indigenous tertiary institutions across the world and contributes to the setting of international indigenous standards of teaching and intellectual endeavour”.

Tūranga / Position:	Coach - Education Engagement	
Uepū / Wāhanga / Department:	Tauira Engagement and Experience - Mātātahi Mataora (Attendance Services)	
Takiwā / Rohe / District:	Te Puna Manaaki (relevant Takiwā delivery)	
Wāhi Mahi / Location:	As per letter of offer	
Reports to:	Manager – Youth Services	
Whakatau ki / Direct reports:	0	
Indirect Reports:	0	
Māka Pūtea / Salary Grade:	Level 5	
Wā Roanga / Tenure:	As per letter of offer	
Key Relationships:	Internal:	• Te Wānanga o Aotearoa (TWoA) kaimahi • Takiwā Management
	External:	• Tamariki and Rangatahi • Whānau and Communities • Iwi / Hapū • Schools • Tertiary Providers • Social Service Organisations • Health Providers • Government Agencies

Pūtake Tūranga / Role Purpose:

The primary purpose of the Coach - Education Engagement is to support chronically absent and no-enrolled students aged 5 – 16 to re-engage with education. This role involves case management, barrier identification, whānau engagement, and collaboration with schools and agencies to develop and implement attendance improvement plans. The Coach - Education Engagement will uphold the values of Te Wānanga o Aotearoa and will utilise a strong youth development and mentoring practice to deliver culturally responsive services, particularly for Māori and Pacific students.

Kaimahi (staff) employed in this role are required to be police vetted, safety checked, and a clean police record maintained. This role is required to work within the requirements of the Ministry of Education (MoE) contract for Attendance service and Te Wānanga o Aotearoa (TWoA) values-led servicing.

Key Responsibilities	Deliverables / Accountabilities
Service Delivery - Accept eligible referrals into the service - Complete a needs assessment with tamariki / rangatahi and whānau / caregiver(s) to understand barriers and guide the creation of the Education Engagement Plan - Produce an Education Engagement plan with tamariki / rangatahi, whānau / caregiver(s), and school to provide realistic goals for improved attendance and engagement at school - Assist tamariki / rangatahi and whānau / caregiver(s) to engage with appropriate services to help them overcome barriers to their participation in education - Broker services and support tamariki / rangatahi to engage in full time education and extra-curricular activities that enhance their wellbeing - Contact tamariki / rangatahi and whānau / caregiver(s) via appropriate mediums and face to face contact where required - Provide ongoing culturally appropriate case management in accordance with timeframe requirements outlined in Ministry of Education guidelines - Deliver services reflecting Te Ao Māori and Pasifika frameworks - Administer discretionary fund to address immediate needs impacting attendance.	- All referrals from the referring or most recently attended school are responded to within 24 hours to acknowledge receipt, and a meeting (in person or virtual) conducted within 5 business days for 80% of referrals and 10 business days for 90% of referrals - All referred Tamariki / rangatahi and their caregiver(s) to be contacted within 10 business days for 80% of referrals and 15 business days for 90% of referrals - Needs assessment and Education Engagement Plan completed and monitored within the Ministry guideline timeframes - Portfolio of relevant support services contacts are maintained, accurate, up-to-date and utilised to support tamariki / rangatahi and whānau / caregiver(s) - A sound knowledge base is developed and maintained and referral is made to appropriate services for education, extra-curricular and wellbeing opportunities - Minimum weekly contact with whānau / caregiver(s) or rangatahi is made via the appropriate medium - Ongoing culturally appropriate case management and support provided to tamariki / rangatahi and whānau / caregiver(s) - Te Ao Māori and Pasifika frameworks are integrated in case management practice - Discretionary fund is utilised in accordance with TWoA policies and procedures
Administration & Reporting - Complete all record keeping, administration and reporting within deadlines and to the standard required	- All files and documentation fulfils TWoA standards, are up-to-date, meet required standards and available for audit

Key Responsibilities	Deliverables / Accountabilities
- Recording and updating information in the Ministry of Education CMS in accordance with Ministry requirements - Provide monthly and quarterly reports to upline Manager - Comply with Privacy Act and TWoA Privacy Policy and all relevant legislation	- Data is recorded accurately into the Ministry CMS and meets the Ministry guidelines - Upline Manager is aware of the 'state of play', highlights, and potential risks within service delivery - Confidentiality is maintained and legislation adhered to at all times
Stakeholder Relationship Management & Collaboration	- Develop and maintain effective and positive working relationships with tamariki / rangatahi, whānau / caregiver(s) and relevant organisations, including government departments, schools, Iwi and community groups. - Establish and maintain quality internal relationships with kaimahi across the TWoA. - Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards. - Maintain the highest standard of both personal and organisational integrity in order that the reputation of TWoA is enhanced.
Kaupapa Matua Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our Wānanga. There is therefore an expectation that kaimahi: - Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions. - Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.	- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa. - Actions of kaimahi are aligned with Te Wānanga o Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa.

Key Responsibilities	Deliverables / Accountabilities
- Participate in activities associated with the culture of our organisation (i.e pōwhiri, karakia, waiata).	- Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy.
Information Management	- Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures.
Health and Safety	- Comply with all health, safety and wellness policy and procedures. - Recognise and address circumstances to prevent unhealthy or unsafe situations.
Other Duties	- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications.
The kaimahi shall be required to exercise all their skills and knowledge to achieve the position objectives and follow any current or future procedures and policies related to achieving them. The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed upon with the upline manager on an annual basis.	

Person specification

Qualifications:	- Bachelor in Social Work, Education, Psychology, or similar - Certificate in Youth Work Level 4 - Full NZ Driver's Licence (Class 1)
Essential Skills and Experience:	- 4+ years' in social services, education or similar type role - 2+ years' experience in group facilitation - 4+ years' experience working with Māori or Pasifika - 4+ years' experience providing extensive case management / mentoring rangatahi
Āhukatanga Māori	- Engages in cultural activities and has a sound understanding of āhukatanga Māori (values, culture and tikanga) - Understands and uses basic te reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification) - Prepared to increase knowledge, understanding and everyday use of te reo and āhukatanga Māori and support other kaimahi in the same endeavour

	- Understands and is an advocate for using Te Wānanga o Aotearoa values in the workplace
Essential Attributes:	- Proven ability to undertake needs assessments - Intermediate user knowledge of Microsoft applications (i.e. Outlook, Excel, Word, PowerPoint, Teams) - Excellent written and oral communication skills - Excellent relationship management skills - Proven success with positive outcomes for tamariki, rangatahi, or whānau - Proven ability to analyse, investigate and evaluate data, issues and situations - Proven ability to accurately record and document progress - Sound understanding of risk management processes and procedures - Proven ability to communicate and engage with a wide range of communities