

JIGSAW WHANGANUI

POSITION DESCRIPTION

Attendance Services Manager (Ruapehu Catchment)

Reports To: Chief Executive

Direct Reports: 2 Navigators (Attendance Case Managers)

Location: Whanganui (with regular travel throughout the Ruapehu District)

Hours: 0.6 FTE (24 hours per week) to .8 FTE (32 hours per week) Negotiable

Term: Fixed Term – 2 years (to align with Ministry of Education contract)

Resources: Frequent travel across Ruapehu schools and community networks, laptop and mobile phone provided, access to work vehicle for field work.

Remuneration: Based on qualifications and experience

Position Summary

The Attendance Services Manager provides professional, cultural, and operational leadership for Jigsaw Whanganui's Attendance Services in the Ruapehu catchment.

The role ensures high-quality, whānau-centred service delivery that meets Ministry of Education contractual requirements, improves school attendance outcomes, and reflects Jigsaw Whanganui's Kaupapa Whānau and Te Tiriti o Waitangi commitments.

Based in Whanganui with frequent travel across the catchment, the Manager oversees service coordination, reporting, and staff supervision. They ensure Navigators are supported to manage cases effectively, build strong school and community partnerships, and respond safely and quickly to chronic absence or non-enrolment cases.

The Manager acts as the operational link between Jigsaw Whanganui's strategic leadership and the Ministry of Education, ensuring that service targets (e.g., case volumes, response timeframes, and outcome reporting) are consistently achieved. They also lead continuous quality improvement, monitor compliance, and manage the Unmet Basic Needs Fund to remove attendance barriers such as transport, uniforms, or food insecurity.

A key part of the role is relational — working closely with school leaders, iwi, hapū, and community agencies to create a shared vision of educational engagement across Ruapehu. The Manager also leads culturally responsive practice within the team, embedding values that uphold mana, strengthen trust, and improve equity for Māori and Pacific tamariki.

This role is critical to ensuring Jigsaw Whanganui's Attendance Service remains professional, innovative, accountable, and deeply connected to the communities it serves.

Key Responsibilities

1. Service Leadership and Coordination

- Lead daily operations of Attendance Services and case allocation across Ruapehu.
- Monitor workflow, quality assurance, and adherence to Ministry timeframes and standards.
- Ensure accurate data and timely reporting through the Ministry CMS.
- Support implementation of the Attendance Service Agreement (MOE31010_RPH).

2. Team Leadership

- Provide regular supervision, mentoring, and professional guidance to Navigators.
- Facilitate team meetings, reflective practice, and training to build capability.
- Oversee recruitment, induction, and staff performance plans.

3. Relationship and Stakeholder Management

- Act as the primary liaison for schools and kura across the Ruapehu catchment.
- Maintain open, positive communication channels with schools to ensure clarity, responsiveness and trust.
- Develop strong partnerships with iwi, hapū, Pacific organisations, and other education and social agencies.
- Represent Jigsaw Whanganui at Ministry forums and regional networks.

4. Quality Assurance and Compliance

- Ensure service delivery meets contractual obligations and policy requirements.
- Oversee management of the Unmet Basic Needs Fund (up to 3% of total contract budget).
- Maintain compliance with the Children's Act 2014, Privacy Act 2020, and Health & Safety policies.
- Produce quarterly and annual performance reports for the Ministry and Board.

5. Cultural and Values-Based Leadership

- Embed kaupapa whānau and Te Tiriti o Waitangi principles in all service operations.
- Champion bicultural and culturally competent practice across the team.
- Engage authentically with Māori and Pacific whanau and communities to promote trust, understanding, positive engagement.
- Support continuous improvement and reflective learning within the service.

Qualifications and Experience

- Proven leadership and coordination skills in education, social services, youth or community service delivery.
- Relevant qualification in Social Services, Youth Work, Education, or Community Practice (or equivalent experience).
- Experience in service coordination, reporting, and performance management.
- Strong relational and communication skills with diverse stakeholders.
- Full NZ Driver's Licence

Desirable

- Experience managing government contracts and Ministry partnerships.
- Knowledge of rural education contexts and cross-agency collaboration.
- Ability to work in a culturally responsive manner
- A strong commitment to the principles of Te Tiriti O Waitangi
- Experience using client management systems.
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Values and Approach

- **Manaakitanga:** Care and respect for all whānau.
- **Kotahitanga:** Working collectively with schools and communities.
- **Whakawhānaungatanga:** Building genuine, trusting relationships.
- **Kaitiakitanga:** Upholding the wellbeing of tamariki and whānau.

Measures of Success

- Achievement of Ministry contract deliverables and quality standards.
- Evidence of strong, trusted relationships across schools and communities.
- Positive feedback from schools, whānau, and stakeholders.
- Staff wellbeing, professional growth, and retention.
- Continuous improvement in attendance outcomes and community engagement.
- Timely, compliant case documentation and reporting.
- Culturally grounded, values-based practice demonstrated throughout service delivery.