

JIGSAW WHANGANUI

POSITION DESCRIPTION

2 x Navigators – Attendance Services (Ruapehu Catchment)

Reports To: Attendance Services Manager – Ruapehu Catchment

Location: Ruapehu District (based in Whanganui, Ohakune or Taihape)

Hours: 0.6 FTE (24 hours per week)

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

Resources: Travel required throughout the Ruapehu catchment, access to work vehicle for field work, laptop and phone provided

Remuneration: Based on qualifications and experience

Position Summary

The Navigator plays a pivotal role in delivering Jigsaw Whanganui's Attendance Services within the Ruapehu catchment, supporting tamariki, rangatahi and whānau to overcome barriers to school participation and learning.

Working from a kaupapa whānau foundation and within the Ministry of Education's Attendance Services framework, this role focuses on reconnecting whānau to education through mana-enhancing relationships, culturally grounded practice, and practical problem-solving.

Based in Whanganui, Ohakune or Taihape, the Navigator operates across the wider Ruapehu district to engage directly with tamariki and whānau, particularly those in rural and remote communities.

Through home visits, hui, and wraparound collaboration, the Navigator builds trust, identifies underlying causes of non-attendance, and co-designs Attendance Improvement Plans (AIPs) with whānau and schools.

The role requires both autonomy and teamwork — balancing case management, advocacy, and reporting responsibilities with collaborative engagement alongside schools, kura, iwi, and community partners. Guided by Te Whare Tapa Whā, Fonofale, and Talanoa models, the Navigator supports wellbeing across physical, spiritual, emotional, and family dimensions, helping tamariki and whānau restore confidence and belonging within the education system.

Success in this position means tamariki are regularly attending school, whānau feel heard and supported, and schools experience stronger, more culturally responsive partnerships that enhance educational engagement across the Ruapehu region.

Key Responsibilities

1. Case Management and Whānau Engagement

- Receive and manage attendance referrals (chronic absence or non-enrolment) from schools and the Ministry of Education.
- Conduct home visits, interviews, and whānau hui to understand barriers to attendance.
- Co-design Attendance Improvement Plans (AIPs) with whānau, tamariki, and schools.
- Support implementation of plans, connect whānau to community or social services as required, and provide follow-up support.
- Maintain accurate case notes and documentation within the Ministry's Case Management System (CMS) and Jigsaw Whanganui's internal systems.

2. Relationship and Stakeholder Engagement

- Build strong, respectful relationships with principals, attendance officers, and school pastoral teams.
- Engage with iwi, hapū, marae, Pacific groups, and local agencies to strengthen holistic support.
- Participate in inter-agency hui and Attendance Roundtables to coordinate wraparound responses.

3. Culturally Grounded Practice

- Uphold Te Tiriti o Waitangi and integrate bicultural practice in all aspects of service delivery.
- Embed Te Ao Māori, Fonofale, and Te Whare Tapa Whā frameworks in everyday mahi.
- Respect tikanga, reo, and Pacific values, ensuring culturally safe engagement for all whānau.

4. Recording and Reporting

- Ensure timely, accurate documentation of all case activity in the Ministry CMS.
- Support data collection for termly and annual reporting to the Ministry of Education.
- Uphold confidentiality and compliance with the Privacy Act 2020 and Children's Act 2014.

Qualifications and Experience

- Relevant qualification in Social Services, Youth Work, Education, or Community Practice (or equivalent experience).
- Knowledge of attendance challenges, whānau engagement, and education systems.
- Demonstrated ability to work effectively with tamariki, rangatahi, whānau, and schools.
- Full NZ Driver's Licence and willingness to travel within Ruapehu.
- Ability to work in a culturally responsive manner
- A strong commitment to the principles of Te Tiriti O Waitangi
- Experience using client management systems.

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

- Improved attendance outcomes and sustained school engagement.
- Positive feedback from schools, whānau, and stakeholders.
- Timely, compliant case documentation and reporting.
- Culturally grounded, values-based practice demonstrated throughout service delivery.