

SCHEDULE A

**POSITION DESCRIPTION:
PARENTING TEAM COORDINATOR**

HOURS:	35 – 40 hours per week
RESPONSIBLE TO:	General Manager Practice (GM Practice)
RESPONSIBLE FOR:	Parenting Team Facilitator/s
AREA:	Whanganui, Waverley, Rangitīkei, Waimarino

PRIMARY OBJECTIVE:

The Parenting Team Coordinator provides operational leadership and coordination across Jigsaw Whanganui’s parenting and whānau-strengthening programmes.

This role oversees the delivery, coordination, quality, and growth of parenting-based services including:

- Incredible Years (IY)
- White Water Years (WWY)
- Building Awesome Whānau (BAW)
- Ūkaipō
- Other emerging parenting and whānau programmes

The role combines programme coordination, programme delivery, facilitation oversight, relationship management, and service development.

KEY AREAS OF RESPONSIBILITY:

1. PROGRAM COORDINATION & OVERSIGHT

- Coordinate and support the delivery of parenting programmes across service region
- Maintain oversight of programme schedules, staffing, referrals, participant engagement, and resource allocation
- Co-facilitate approved group programmes
- Participate in programme planning, implementation, session preparation, and debriefing
- Deliver individual parenting programmes to whānau
- Ensure programme spaces and resources are maintained in a tidy, organised, and safe manner
- Ensure participant evaluations and programme feedback processes are completed
- Support programme evaluation, continuous improvement, and opportunities for growth and innovation
- Ensure consistency, quality, and integrity across programme delivery
- Ensure agency health and safety processes are followed, particularly for programmes delivered outside normal working hours and off-site
- Escalate any serious practice, safety, or family harm concerns to the GM Practice or Chief Executive immediately
- Assist in the development, refinement, and enhancement of agency parenting programmes

2. TEAM LEADERSHIP & SUPPORT

- Provide leadership and day-to-day support to Parenting Team Facilitators
- Actively model and promote the agency's core values and kaupapa
- Foster a positive, collaborative, strengths-based, and culturally responsive team environment
- Ensure the Parenting Team is well informed, supported, and engaged in agency activities and priorities
- Support staff wellbeing, professional development, and accountability
- Coordinate regular team hui, peer supervision, planning sessions, and debriefs
- Assist with the induction, mentoring, and training of new staff and facilitators
- Represent the GM Practice at relevant meetings, forums, and sector engagements when delegated
- Provide Regular team updates to GM Practice

3. PROGRAM OPERATIONS AND LOGISTICS

- Oversee the preparation and sharing of kai, as per agency Kai Ora policy.
- Ensure rooms and resources used for programmes are kept tidy and organised
- Ensure agency processes regarding health and safety are carried out, when programmes are being delivered outside of normal work hours
- Ensure programme participant evaluations are completed and participant feedback collection

4. WHĀNAU ENGAGEMENT

- Undertake initial visit/s with assigned families interested in the agency's programmes, establishing their needs and the contexts of these and where their aspirations, hopes and goals align with the agency's services
- Provide relevant information about agency programmes and criteria, and explore expectations of participants
- Identify other relevant supports and resources
- Assist whānau to manage barriers to their participation in programmes
- Maintain connection with the family during the course of the programme, assisting their integration of programme learnings
- Actively promote and advocate for the safety of children and non-violent parenting practices as per agency policy
- Work in collaboration with other services, adhering to agency policy regarding informed consent and safety
- Advocate for whānau, families and their children; assist them to access resources and build networks of support
- Ensure Jigsaw Whanganui policies regarding client privacy are maintained
- Work within Jigsaw Whanganui procedures and policies including ANZASW Code of Ethics
- Maintain respectful and culturally responsive communication with whānau

5. COMMUNITY & STAKEHOLDER RELATIONSHIPS

- Build and maintain positive relationships with schools, referrers, community organisations, and key stakeholders
- Represent Jigsaw Whanganui in community forums, networks, and interagency collaborations when required
- Promote Jigsaw Whanganui's mission, values, parenting programmes, and community engagement opportunities
- Support collaborative partnerships that strengthen the safety and wellbeing of tamariki, rangatahi, and whānau
- Network and engage with external agencies to increase understanding of whānau needs and available supports
- Maintain current knowledge of relevant community resources, services, and referral pathways
- Ensure the integrity and reputation of Jigsaw Whanganui is upheld in all professional interactions and representations
- Work in accordance with agency policies, procedures, and professional expectations

6. AGENCY REPRESENTATION & ACCOUNTABILITY

- Represent Jigsaw Whanganui in a professional manner that upholds the agency's mission, philosophy, values, and reputation
- Support and strengthen collaborative relationships with iwi, community organisations, and other services to improve outcomes for tamariki and whānau
- Maintain current knowledge of iwi, cultural, and community resources, supports, and referral pathways
- Work in accordance with agency policies, procedures, health and safety requirements, and position responsibilities
- Protect organisational and client confidentiality, following agency policies and procedures where there are concerns relating to safety or risk
- Maintain accurate and up-to-date programme records, attendance, evaluations, and reporting within the agency client management system, EXESS
- Ensure whānau information, goals, reviews, and progress updates are appropriately documented and communicated to the GM Practice
- Monitor programme outcomes, participant engagement, and feedback to support continuous improvement and quality practice
- Ensure contract reporting requirements are met through accurate and timely data collection and administration
- Ensure participant feedback and programme evaluations are completed, collected, and collated
- Ensure information is collected, stored, and managed in accordance with agency privacy obligations and relevant legislation
- Maintain agency resources and equipment in a safe, organised, and appropriate manner
- Ensure leave applications, timesheets, travel claims, and related administrative requirements are completed accurately and submitted on time
- Assist with programme reviews, audits, and quality assurance activities

7. PROFESSIONAL EXCELLENCE

- Actively reflect on facilitation practice, including co-facilitator relationships and participant engagement
- Participate in regular external supervision and agency peer supervision as per agency policy
- Maintain and demonstrate a commitment to ongoing professional development and learning
- Attend and actively participate in staff development sessions, team hui, and agency meetings as required
- Participate in performance reviews, programme evaluations, and reflective practice processes
- Maintain accurate programme documentation, attendance records, and data entry in line with agency requirements
- Uphold organisational confidentiality, privacy, and professional standards at all times
- Work within agency policies, procedures, values, and relevant professional standards and codes of ethics

PERSON SPECIFICATION

Essential

- Experience in programme coordination, facilitation, or community service leadership
- Strong understanding of parenting, whānau wellbeing, and early intervention approaches
- Excellent organisational and communication skills
- Ability to support and lead small teams
- Strong relationship management capability
- Ability to work collaboratively across services and communities
- Full New Zealand Driver Licence

Desirable

- Qualification in social services, education, counselling, or related field
- Extensive experience facilitating parenting programmes
- Knowledge of Incredible Years, White Water Years, Building Awesome Whānau, or similar models
- Experience working with Māori and Pacific whānau
- Experience in community development and programme growth
- Incredible Years (IY), Building Awesome Whānau (BAW) Accredited (or willingness to be accredited)