

**POSITION DESCRIPTION:
PRACTICE MANAGER – FAMILY HARM PREVENTION
(Senior Leadership Team SLT)**

HOURS:	40 hours per week
RESPONSIBLE TO:	Chief Executive (CE)
RESPONSIBLE FOR:	Family Harm Prevention Team
AREA:	Whanganui

ABOUT JIGSAW WHANGANUI

Family Support Services Whanganui Trust trading as Jigsaw Whanganui is a community-based organisation committed to strengthening whānau, protecting tamariki, and supporting safe, healthy relationships across our communities.

Our work is grounded in kaupapa whānau, manaakitanga, whakawhanaungatanga, and a commitment to equitable outcomes for whānau across Whanganui, Rangitikei, Ruapehu and surrounding communities. As part of the organisational restructure and re-establishment of two distinct service areas — Family Harm and Parenting — this role provides strategic and operational leadership to the Family Harm Prevention Team.

PRIMARY OBJECTIVE

The Practice Manager – Family Harm Prevention Team provides leadership, operational oversight, and practice support across Jigsaw Whanganui's family harm prevention services.

This role leads a skilled and experienced team delivering programmes and interventions that promote violence-free relationships, safety, healing, and long-term wellbeing for tamariki, rangatahi, and whānau.

The Practice Manager is responsible for providing day-to-day leadership, maintaining a reduced but active caseload, strengthening workforce capability and wellbeing, ensuring quality practice and contract compliance, and contributing to strategic leadership as a member of the Senior Leadership Team (SLT). The role also works collaboratively across the wider social sector to strengthen partnerships and community responses to family harm.

This position requires an experienced and values-driven leader who can balance strategic thinking with hands-on practice leadership, while supporting staff to work effectively within complex and often high-risk environments.

Personal Qualities

Jigsaw Whanganui seeks staff who actively demonstrate respect, integrity, and professionalism in all areas of their work. This includes the ability to:

- Treat all people with dignity, compassion, and without judgment
- Value diversity and work respectfully across cultures, identities, and lived experiences
- Demonstrate self-awareness and manage personal reactions, thoughts, and feelings appropriately
- Build safe, trusting, and professional relationships with whānau, colleagues, and community partners
- Uphold confidentiality, accountability, and ethical practice standards

Applicants must demonstrate a commitment to living and promoting a violence-free lifestyle. This includes a commitment to non-violent parenting practices and maintaining behaviour that aligns with the values and kaupapa of Jigsaw Whanganui in both personal and professional settings.

KEY AREAS OF RESPONSIBILITY:

1. LEADERSHIP & STRATEGIC CONTRIBUTION

- ... Participate as an active member of the Senior Leadership Team (SLT)
- ... Contribute to organisational planning, strategic priorities, and continuous improvement
- ... Lead and model agency values, kaupapa, and professional standards
- ... Support organisational sustainability and service development
- ... Contribute to organisational reporting, planning, and service reviews
- ... Promote a high-trust, collaborative, and reflective team culture
- ... Support change implementation and service growth opportunities

2. PRACTICE LEADERSHIP

- ... Provide leadership and oversight to Family Harm Prevention programmes and interventions
- ... Ensure safe, ethical, culturally responsive, and whānau-centred practice
- ... Provide regular supervision, mentoring, and practice guidance to staff
- ... Support staff managing complex whānau situations and risk
- ... Ensure child safety concerns are responded to appropriately and in accordance with agency policy
- ... Promote reflective practice and ongoing professional development
- ... Maintain oversight of programme quality and delivery standards

3. SERVICE DELIVERY & CASELOAD MANAGEMENT

- ... Carry an agreed active caseload
- ... Allocate and monitor staff caseloads to ensure responsiveness and sustainability
- ... Support effective delivery programme and continuity of services
- ... Monitor programme outcomes, evaluations, and service effectiveness
- ... Ensure whānau receive timely, coordinated, and strengths-based support
- ... Support collaborative practice across internal teams and external providers

4. WHĀNAU ENGAGEMENT

- ... 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. WORKFORCE LEADERSHIP & TEAM DEVELOPMENT

- ... Lead, support, and develop a skilled Family Harm Prevention workforce
- ... Foster a positive team environment focused on wellbeing, accountability, and growth
- ... Support recruitment, induction, orientation, and performance development
- ... Ensure staff maintain relevant registrations, accreditations, and training
- ... Coordinate supervision structures, peer support, and professional learning opportunities

6. COMMUNITY & STAKEHOLDER RELATIONSHIPS

- ... Build and maintain strong, positive relationships with schools, iwi, referrers, partner agencies, funders, community organisations, and key stakeholders
- ... Represent Jigsaw Whanganui professionally within community forums, interagency networks, sector groups, and collaborative initiatives
- ... Promote Jigsaw Whanganui's mission, values, services, and community engagement opportunities
- ... Strengthen collaborative responses across family harm, mental health, addictions, justice, education, and wider social services
- ... Support partnerships and interagency approaches that enhance the safety, wellbeing, and long-term outcomes for tamariki, rangatahi, and whānau
- ... Network and engage with external agencies to strengthen understanding of whānau needs, available supports, and referral pathways
- ... Maintain current knowledge of relevant community resources, cultural supports, and sector developments
- ... Uphold the integrity, reputation, and professional standards of Jigsaw Whanganui in all interactions and representations
- ... Work in accordance with agency policies, procedures, professional standards, and organisational expectations

7. QUALITY, COMPLIANCE & REPORTING

- ... Ensure service and programme delivery aligns with contractual, legislative, organisational, and professional practice requirements
- ... Maintain accurate and up-to-date records, case notes, attendance, evaluations, and reporting within the agency client management system, EXESS
- ... Ensure whānau information, goals, reviews, risk concerns, and progress updates are appropriately documented and acted on as per agency policy.

- ... Monitor programme outcomes, participant engagement, and feedback to support quality practice, continuous improvement, and service development
- ... Prepare reports and contribute to contract reporting requirements through accurate and timely data collection and administration
- ... Ensure participant feedback, evaluations, and outcome measures are completed, collected, analysed, and appropriately stored
- ... Support programme reviews, audits, quality assurance activities, and continuous improvement initiatives
- ... Ensure confidentiality, informed consent, privacy, and information management practices are maintained in accordance with agency policies and relevant legislation
- ... Protect organisational and client confidentiality, following agency procedures where there are concerns relating to safety or risk
- ... Monitor documentation standards and support staff to maintain accurate, professional, and compliant practice records
- ... Ensure agency resources and equipment are maintained, stored, and used appropriately
- ... Ensure leave applications, timesheets, travel claims, and related administrative requirements are completed accurately and submitted on time
- ... Work in accordance with agency policies, procedures, health and safety requirements, and professional expectations
- ... Represent Jigsaw Whanganui in a professional manner that upholds the agency's mission, values, and reputation

8. 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

- ... Relevant tertiary qualification in social work, counselling, psychology, or related field
- ... Experience in family harm prevention, violence intervention, or related practice
- ... Demonstrated experience in team leadership or practice leadership
- ... Strong understanding of trauma-informed and whānau-centred practice
- ... Experience managing complex risk and safeguarding concerns
- ... Excellent communication, relationship management, and leadership skills
- ... Strong organisational and reporting capability
- ... Full New Zealand Driver Licence
- ... Ability to work flexibly, including occasional after-hours commitments

Desirable

- ... Qualification in social services, education, counselling, or related field
- ... Experience working within kaupapa Māori and/or Pacific frameworks
- ... Experience in programme development and service design
- ... Knowledge of community and government sector systems
- ... A positive attitude and self-awareness of their ability to do the work
- ... Understanding of contracting and reporting environments (MOJ, MSD, Corrections, etc.)
- ... MOJ (Ministry of Justice) Accreditation or willingness to be accredited.