

TE WĀHI WĀHINE Ō TĀMAKI MAKĀURAU (WWTM)

AUCKLAND WOMEN'S CENTRE

JOB DESCRIPTION

Programmes Manager

35 hours per week

Te Wāhi Wāhine o Tāmaki Makaurau - The Auckland Women's Centre is a vibrant intersectional feminist community centre providing support, education, counselling, rangatahi outreach, community kōrero and safe space.

We are a predominantly tauwi organisation, committed to proactively supporting Te Tiriti o Waitangi and aiming to be the best ally we can be. We work with other groups to advocate for gender equity and we are a safe space for non-binary people and everyone who identifies as a woman.

PURPOSE OF THE ROLE

Both the *Programmes Manager* and the Funding & Communications Manager (a separate position) are jointly responsible for:

- Professional leadership of WWTM. Includes strategic input and Board reporting/ liaison
- Ensuring the day-to-day activities of WWTM uphold Te Tiriti o Waitangi, and support and empower wāhine Māori and all women in Tāmaki Makaurau
- Providing cover/staff assistance for each other, if either one is absent or unavailable
- Being a sounding board and support for each other.

The specific spheres for which the *Programmes Manager* has **lead** (rather than joint) responsibility are:

- Managing staff in frontline roles (Women's Support, Solo Mums on Sundays, Community Education, Rainbow Women's Social Nights and High School/Rangatahi projects)
- Relationships/liasion with organisations the WWTM has existing relationships with (other than the Coalition for the Safety of Women & Children) and developing new relationships with mana whenua.

In the specific spheres for which she has lead responsibility, the *Programmes Manager* is responsible for:

- Implementing the strategic vision of WWTM
- Implementing policies and procedures
- Direction and performance of the staff she manages.

Key Relationships

- All Governance Board members, particularly the Chair. The *Programmes Manager* reports to the Governance Board via the Chair.
- Funding & Communications Manager. It is envisaged the two managers will consult with and advise one another where appropriate. Where it suits both workers, it may be possible in future to swap duties across the roles. The Funding & Communications Manager takes lead responsibility for: funding and fundraising (including staff management) and financial administration; communications logistics; and leading the Coalition for the Safety of Women & Children.
- Staff in frontline roles (Women's Support, Solo Mums on Sunday (SMOS), Community Education and High School/Rangatahi projects) for whom the *Programmes Manager* is line manager. Currently this includes: 3 part-time staff members and one full-time.
- Other WWTM staff, contractors, and volunteers, including those involved in fundraising, outreach and event management duties.
- Other organisations with whom WWTM collaborates.

TASKS AND OBJECTIVES OF ROLE

1. Strategic Input

- Actively work with the Governance Board towards the implementation of the shared vision for the future of WWTM
- Make recommendations to the Governance Board re the Strategic Plan, particularly on how WWTM can strengthen its service to, advocacy for and empowerment of wāhine Māori
- Contribute to ensuring that the organisation's strategic planning reflects the changing cultural, social and economic context of the community
- Work with the Funding & Communications Manager to positively communicate the vision throughout the organisation
- Make progress towards achieving the vision through the effective management of available resources, in the *Programmes Manager's* spheres of lead responsibility
- Assist in the creation of the organisation's annual plan and annual reviews.

2. Management of Onsite WWTM Frontline Services

The Programmes Manager will ensure the Centre delivers the best and highest quality services (Women's Support, counselling and community education & activities programmes) within the scope of the budget, for all women including wāhine Māori. This will primarily involve supporting the Women's Support/Community Education Coordinator, and the Solo Mums on Sunday Coordinator.

Related tasks include:

- Taking advice from the Community Education Coordinator and in turn advising the Governance Board on direction, planning and delivery of community services (e.g., counselling/massage), classes and support groups, including responding to community needs, and offering appropriate services, groups and classes
- Ensuring the adequate staffing of all services available during Centre opening hours
- Overseeing the administration aspects of all services
- Supporting other staff members to effectively provide crisis intervention and ensure the emotional and personal safety of staff involved in providing this service
- Approving new counsellors, practitioners and service providers, and negotiating workable contracts with them
- Taking the measures necessary to ensure the confidentiality of Centre clients and visitors by meeting the obligations of the Privacy Act 1993
- Ensuring the proper maintenance of an ethical and best-practice complaints system and attending to the resolution of complaints as appropriate
- Effectively and efficiently using available financial resources for frontline services and liaising with the Funding & Communications Manager so the *Programmes Manager* is informed about the financial resources available, and the Funding & Communications Manager is informed about any new funding desired or required
- Contributing to an effective budget planning system, as guided by the Funding & Communications Manager.

3. Management of the Rangatahi Project

- Develop a realistic operational plan including contingencies (taking advice from staff involved) to realise WWTM strategic goals
- Ensure implementation of the operational plan, through support and management of relevant staff.

4. Development and Maintenance of Relationships

- Develop and implement a strategic plan of relationships to best assist WWTM to: realise its strategic goals; uphold te Tiriti; and support & empower wāhine Māori. This includes developing relationships with mana whenua.

5. Personnel Management

The *Programmes Manager* will establish procedures and practices to maintain and improve staff effectiveness through appropriate recruitment, supervision, performance management, and professional development.

Tasks include:

- Ensuring the recruitment processes are followed, and that the processes encourage a diversity of applicants, including wāhine Māori
- Working with paid and volunteer staff to ensure that staff have manageable and agreed work plans, outcome expectations and role descriptions
- Ensuring that staff have sufficient support in their roles, so that work is generally a positive experience that enhances their lives, and that their exposure to work-related stress and emotional distress are minimised
- Providing line management supervision to the Women's Services Coordinator, the SMOS coordinator, and the Rangatahi and High School Project coordinators
- Conducting annual performance reviews of line-managed staff and develop individual training and learning plans
- Leading regular meetings with staff to ensure the effective dissemination of information throughout the workplace and to ensure the prompt resolution of any issues that arise for staff in relation to their work plans
- Reporting to the Employment Subcommittee matters of importance in relation to staff management and accountability
- Ensuring all volunteers, students and other non-paid workers receive appropriate, quality supervision
- Recruit, train and support the members of the Governance Board and ensure that they are informed of all relevant matters.

6. Support and Accountability

- The *Programmes Manager* is accountable to the Governance Board. She will attend all Governance Board meetings and present a written monthly report. She will also attend any other meetings such as planning days, etc.
- She will have an appropriate external supervisor, who she will meet with fortnightly.

PERSON SPECIFICATION

We envisage that an appropriate appointee will have the following attributes:

- A supportive understanding of both tino rangatiratanga and gender justice
- Experience and proven success in working cross-culturally
- An understanding of Te Tiriti o Waitangi and its implications
- An intersectional feminist and/or mana wahine analysis
- A commitment to the Centre, its philosophy and work
- Proven formal or informal NGO social work/community work background

- Formal or strong informal managerial expertise
- Self-motivation, versatility and self-sufficiency
- Proven oral and written communication skills, and the ability to develop long term collaborative relationships
- Proven financial, keyboard, computer and organisational skills
- The ability to work with a small group of women in a community-based agency in a non-hierarchical way
- Good management skills, including problem solving, personnel management, time management, conflict resolution
- Demonstrated leadership and communication skills
- Ideally, experience working effectively with Māori organisations
- Ideally, a driver’s license (in order to facilitate inter-organisational relationships).

TERMS OF THIS CONTRACT

It is envisaged that this will be an ongoing position. However due to funding constraints, initially, this position is a 2-year fixed term contract.

This job description has been agreed to by:

<p>Katherine McAlpine</p> <p>Chairperson</p> <p>Date:</p>	 <p>Programmes Manager</p>
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