

## **Whānau Programme Lead – Position Description**

### **New Zealand Playcentre Aotearoa Vision/Mission:**

Whānau Tupu Ngātahi - Families growing together.

Playcentre is a family organisation where:

- we empower adults and children to play, work, learn and grow together
- we honour Te Tiriti o Waitangi and celebrate people's uniqueness
- we value and affirm parents as the first and best educators of their children so that whānau are strengthened and communities enriched

### **Purpose of the Position**

The Whānau Programme Lead is responsible for the effective operation and growth of programmes in the region.

The Whānau Programme Lead manages a team of Facilitators who deliver the programmes.

Please note this job description may change from time to time as reasonably required by Playcentre Aotearoa.

### **Place of Work**

Regional offices

### **Reporting**

The Whānau Programme Lead – reports to the Regional Manager.

### **Direct Reports**

Programme Facilitators



“Whānau tupu ngātahi – families growing together”

## Key Relationships

- Regional Funding Administrators
- Regional Support teams
- Centres / Centre members
- Education Team

<b>Key accountabilities</b>	
Leadership	<ul style="list-style-type: none"><li>• Generates confidence and commitment, leading by example, demonstrating and modelling Playcentre values. Provides clear direction enabling others to perform to their optimum. Know and respects their staff, building strong interpersonal relationships, drawing on a wide range of communication skills to inform, listen and persuade.</li><li>• Consistently behaves in an honest, ethical and professional manner. Promotes and advocates for the highest of personal and professional behaviour and evaluates the performance of staff in the light of those values.</li><li>• Set objectives and drives results.</li><li>• Encourages improved performance through coaching, mentoring, development planning and actively sharing knowledge and expertise.</li></ul>

<p>Role Specific</p>	<ul style="list-style-type: none"> <li>• Plan and implement delivery of programmes in region within national framework supported by Regional Managers, and in collaboration with Centre Advisors.</li> <li>• Recruit and manage Programme Facilitators ensuring that Playcentre Aotearoa policies and procedures are followed.</li> <li>• Schedule programmes, monitoring enrolments and assigning Facilitators to programmes in a manner that achieves efficient and effective use of resources.</li> <li>• Ensure that records provide, at all times, a complete record of current programmes participation.</li> <li>• Assess quality of delivery of individual programmes identifying and implementing opportunities for improvement.</li> <li>• Build and maintain collaborative working relationships with centre facing roles in the region and programme colleagues in other regions.</li> <li>• Actively promotes the transition to Playcentre of programme participants, working with the centre advisor to ensure a smooth and successful transition to general sessions.</li> <li>• Promotes Playcentre in the community by actively networking with maternal and other relevant services to achieve increased awareness and support for Playcentre programmes.</li> <li>• Manage the regional programme budget including approval of timesheets and programme expenses, ensuring the Regional Manager is kept informed through regular reporting.</li> <li>• Conversant with Playcentre policies and procedures and ensures adherence to these.</li> <li>• Participates in the development of regional planning stemming from national initiatives and improvement projects, and supports their implementation as required.</li> <li>• Manage performance of Facilitators including completion of annual performance appraisals.</li> </ul>
<p>Bi-cultural partnership</p>	<ul style="list-style-type: none"> <li>• Participate in ongoing Treaty and Bicultural related training and other appropriate professional development.</li> <li>• Encourage and understand the importance of the dual heritage of New Zealand/Aotearoa.</li> <li>• Recognise the principles of Te Tiriti o Waitangi and how they relate to Playcentre.</li> </ul>

Centre focused	<ul style="list-style-type: none"> <li>All Playcentre employees have responsibility for ensuring that their role and contribution (whether directly or indirectly) in the development, co-ordination and provision of services or support, proactively helps centres to be able to undertake their work upholding and promoting Playcentre Aotearoa values and philosophy.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>Undertakes work safely complying with the Health &amp; Safety at Work Act 2015 and taking responsibility for your own actions.</li> <li>Complies with all H&amp;S information, instruction, Playcentre policies and procedures, training and supervision.</li> <li>Reports any health &amp; safety hazards, risks and incidents in the workplace immediately.</li> <li>Complies with all requirements of return to work and rehabilitation plans.</li> </ul>

<b>Key competencies</b>	
Pou Hono: Valuing Māori	<ul style="list-style-type: none"> <li>Actively engages in promotion of Māori cultural values.</li> <li>Recognise that others will bring/apply their cultural perspective to all discussions, decisions and actions.</li> <li>Identifies cultural perspectives and bias in others and challenges their views in a manner that would cause them to self-reflect.</li> </ul>
Analytical thinking	<ul style="list-style-type: none"> <li>Makes considered decisions and establishes clear goals and priorities to achieve desired outcomes.</li> <li>Approaches problems analytically, from a variety of perspectives, identifying immediate and long-term consequences.</li> </ul>
Building relationships	<ul style="list-style-type: none"> <li>Ability to establish trust and confidence of stakeholders.</li> <li>Honest, respectful and open in delivery of communication.</li> </ul>
Communication with influence	<ul style="list-style-type: none"> <li>Earns respect through competence in role and acting with honesty and integrity.</li> <li>Conveys and supports agreed messages with relevant examples, demonstrations and stories.</li> <li>Solution focused.</li> <li>Be available for the Playcentre community to find a common ground and viable solutions that meet their needs as well as the needs for the centres.</li> </ul>

<b>Key competencies</b>	
Consultation & collaboration	<ul style="list-style-type: none"> <li>• Provide expert and valued advice to support stakeholders (internal and external) and build trust.</li> <li>• Draws on own knowledge and expertise to provide relevant advice to stakeholders.</li> </ul>
Delivering results	<ul style="list-style-type: none"> <li>• Is action oriented, having the energy, motivation, positivity and commitment to excellence to ensure achievement of results.</li> <li>• Consistently achieves priority goals, seizes challenges, deals with any knock backs, and keeps themselves and others focused on achieving the required outcomes.</li> </ul>

<b>Person Specification</b>	
Skills and Attributes	<ul style="list-style-type: none"> <li>• Excellent relationship management skills- proven ability to interact effectively and confidently with a range of stakeholders.</li> <li>• Excellent communication skills, both oral and written.</li> <li>• Organised - excellent time management abilities, planning work around deadlines and tight timeframes with ability to multitask.</li> <li>• Recognises the "big picture" in issues while also attending to detail.</li> <li>• Motivated and results orientated.</li> <li>• Positive attitude with proven customer focus.</li> <li>• Proficient in working collaboratively.</li> <li>• Committed to Playcentre philosophy and values.</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>• Experience in a comparable position.</li> <li>• Proven ability to lead/coordinate delivery of programmes.</li> <li>• Prior experience of managing a team of people.</li> <li>• Community Development / Playcentre experience or knowledge is desirable.</li> </ul>