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| **Position:**  **Location:** | Site Manager – Te Whare Whakawàtea  Turanganui a Kiwa |
| **Term:**  **Responsible to:** | Full time fixed term (12 months)  Implementation Manager/ROCC Steering Group |
| **Primary Functions of the Position:** | To lead the operations of Te Whare Whakawàtea, a 24-hour, 7 days a week step up/step down facility ensuring a safe, kaupapa Màori-aligned, trauma-informed environment that supports whànau on their addiction recovery journey. The Site Manager will uphold the principles of mana Motuhake, whànau ora, and Te Tiriti o Waitangi, fostering a space of healing, empowerment, and transformation. |

**Position Purpose**

The Site Manager will use their advanced experience and knowledge of the addictions and family harm sectors to lead the site team. Strong networking capabilities and the ability to set high standards for staff, particularly in a care-based facility, will enable Te Whare Whakawàtea the ability to service whaiora and their whànau in their recovery journey. Their relationship building skills, passion for whānau, their ability to create safe spaces, work as a team and mitigate risk will enable Te Whare Whakawàtea to be fully operational.

The Site Manager will lead, drive, and oversee the step up/step down model within the broader ‘continuum of care’ approach for whaiora and their whànau in Tairàwhiti with the support and in partnership with Community providers, Manaaki Tairàwhiti, RPSC, New Zealand Police, the Resilience to Organised Crime in Communities (ROCC) work programme. It will be crucial that a strong relationship with Te Whatu Ora is developed and maintained to ensure best practice is implemented in the whare.

**Functional Relationships**

The Site Manager will develop and maintain excellent relationships with agencies and Key Community providers that provide support to the people of Tairàwhiti. Key stakeholders include but are not limited to:

**Internal**

* Te Whare Whakawàtea Team Leader and support staff
* Manaaki Tairàwhiti operations
* Resilience to Organised Crime in Communities (ROCC)

**External**

* Community providers in addiction and family harm
* Regional Public Service (RPS)
* Police
* Ministry of Social Development (MSD)
* Ministry of Justice
* Corrections
* Te Puni Kokiri
* Ministry of Education
* Ara Poutama Aotearoa
* Oranga Tamariki
* Ministry of Health
* Primary Health and counselling services
* Mental Health and Addiction Services
* Toitù Tairàwhiti – Health Locality Prototype
* Peer support workers and volunteers
* Local Iwi and hapū within the Tairàwhiti area
* Family Violence Services
* Youth providers of relevant services
* Toitù housing

**Context**

This role sits within **Manaaki Tairāwhiti**, a regional leadership group committed to transforming social wellbeing in Tairāwhiti within one generation. Manaaki Tairāwhiti is a coalition of iwi and cross-sector leaders working collaboratively to ensure all whānau in Tairāwhiti flourish. The group provides united, locally focused leadership and governance across social services, guided by kaupapa Māori values and principles.

Te Whare Whakawatea is a kaupapa Māori-informed initiative supported by the **Resilience to Organised Crime in Communities (ROCC)** programme—a cross-agency strategy that combines social and economic interventions with targeted enforcement to build community resilience against organised crime. ROCC complements the Transnational Organised Crime Strategy and is designed to address the drivers of harm in communities through locally led solutions.

**The Region**

Tairàwhiti, though rich in culture and heritage also represents some of the most alarming statistics for organised crime nationwide. In 2023 we saw a remarkable increase in gang and gun violence and meth related crimes. Communities are now banding together to begin addressing these issues in collaboration with social support organisations, NGOs and iwi relationships.

Along with the Hawkes Bay, Tairàwhiti was profoundly impacted by Cyclones Gabrielle and Hale which has only exasperated issues such as connectivity, access and further ostracised vulnerable whànau which in turn has caused noticeable differences in anti-social and criminal behaviour.

Manaaki Tairàwhiti has its sights set firmly on transformation that.

* Breaks down the cycles of persistent disadvantage through early response prevention, and wrap-around support for whànau.
* Increases whànau independence through strength-based approaches that uphold the mana of whànau and assist them to achieve self-determination.
* Support whànau towards mauri ora where whànau can meet their basic needs as well as their future aspirations and lead fulfilling lives, in line with what it is they value.

Manaaki Tairàwhiti have been at the forefront of the social sector and addressing issues surrounding whànau and the harms of both addiction and organised crime. The governance group is made up of iwi leadership, Gisborne District Council, Kainga Ora, MSD, Police and Te Puni Kokiri. Manaaki Tairàwhiti has built an enduring and respectful relationship with regional social sector providers who have made and continue to make improvements in the lives of whànau impacted by organised crime and addiction.

Manaaki Tairàwhiti operates in a complex and challenging environment. Our tikanga (values) express our way of working and guide our decisions and actions as a collective and on our collective action with our own organisations.

**Manaaki Tairàwhiti Values**

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| **Tiriti o Waitangi** | We ground all our work in iwi partnership under Te Tiriti o Waitangi |
| **Tino Rangitiratanga** | We operate on the basis that every whanau has value and the right to be autonomous and fulfil their potential. We aspire to Tairàwhiti as region having those same rights for social development and social sector decision making. |
| **Whànau ora** | We support agencies to do whatever it takes to empower and support whànau to meet their needs and aspirations fully and completely, and work with them to design the support they need. Their strengths lead the way. Their needs come first. Interactions with whànau are relational, not transactional. |
| **Transformative** | We transform lives through supporting agencies to transform social services delivery, championing problem-solving, fostering innovation and positive change. We try new things and actively seek out alternative approaches to test in our search for the best solutions to our complex issues. |
| **Agility and Outcomes-focused** | While we are unwavering in the outcomes that we are focused on achieving, we remain flexible in the tactics that we will use to achieve those ends. As new challenges and opportunities arise for Tairàwhiti in the social development space we will play a lead or support role as regional leadership deems appropriate. |
| **Evidence Based** | We test our work and theories rigorously: they are based on robust evidence from multiple sources of the truth, including our own sources of matauranga, data and information. We have an effective and ethical data ecosystem that enables us to share our learnings and insights so agencies can break down barriers and shape our future practice. We keep pace with national and international theory and practice. |
| **Kia màia kia manawanui** | We are accountable and committed to a shared vision, providing joined-up service sharing learning and information, and doing whatever it takes to make a real difference, as collective and at the individual organisation level. We are courageous and determined to be agile and successful. |
| **Pono me te tika** | We have honest and trust-based relationships underpinning our work with whànau, between ourselves, and with other leaders in our region and nationally. We take a no-surprises approach to working with each other and ensure proper processes of consent are followed. Clear precise and honest communication is valued. |

**Core Competencies & Key Result Areas – Site Manager**

**Core Competencies**

1. **Strategic Leadership**
   * Provides clear vision and direction for the facility aligned with kaupapa Māori and recovery-focused principles.
   * Leads service development and continuous improvement initiatives.
2. **Operational Management**
   * Oversees day-to-day operations of a 24/7 facility, ensuring smooth coordination across shifts.
   * Manages resources, budgets, and compliance with regulatory and contractual obligations.
3. **Clinical Governance**
   * Ensures safe, effective, and culturally responsive care is delivered.
   * Supports clinical decision-making and risk management processes.
4. **Staff Leadership & Development**
   * Leads and supports the Team Leader and wider staff team.
   * Promotes a positive workplace culture, staff wellbeing, and professional development.
5. **Cultural Competency & Community Engagement**
   * Embeds kaupapa Māori values into all aspects of service delivery.
   * Builds strong relationships with iwi, hapū, whānau, and community partners.
6. **Quality & Safety**
   * Implements systems for monitoring service quality, safety, and client outcomes.
   * Responds to incidents, audits, and feedback with transparency and accountability.
7. **Communication & Collaboration**
   * Communicates effectively with internal and external stakeholders.
   * Facilitates collaboration across teams and with external agencies.

**Key Result Areas (KRAs)**

| **KRA** | **Performance Indicators** |
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| **Service Leadership** | Facility operates in alignment with the Step-Up, Step-Down model. Strategic goals are met. |
| **Operational Oversight** | Rosters, resources, and systems support 24/7 service delivery. Compliance is maintained. |
| **Staff Management** | Team Leader and staff are well-supported. Supervision, development, and wellbeing initiatives are in place. |
| **Clinical Safety & Governance** | Risk is managed proactively. Clinical standards and cultural safety are upheld. |
| **Cultural Responsiveness** | Kaupapa Māori principles are embedded. Relationships with iwi and whānau are strong. |
| **Quality Improvement** | Service quality is monitored and improved. Feedback and incidents are addressed effectively. |
| **Stakeholder Engagement** | Positive relationships with funders, partners, and community are maintained. |
| **Reporting & Accountability** | Timely and accurate reporting to governance and funders. Transparent decision-making. |

**Person Specification**

**Qualifications & Experience**

**Essential:**

* Tertiary qualification in health, social work, psychology, addiction studies, or a related field.
* Minimum 5 years’ experience in health or social services, with at least 2 years in a leadership or management role.
* Proven experience managing multidisciplinary teams in complex or high-risk environments.
* Demonstrated understanding of addiction recovery, trauma-informed care, and crisis response.

**Desirable:**

* Experience working in kaupapa Māori or bicultural service settings.
* Familiarity with the Step Up, Step Down model or similar transitional care frameworks.
* Knowledge of Te Whare Tapa Whā, Whānau Ora, or other Māori wellbeing models.
* Experience in service establishment or change management.

**Skills & Competencies**

* **Strategic Leadership:**  
  Ability to lead service development, align operations with strategic goals, and foster innovation.
* **Operational Management:**  
  Skilled in managing 24/7 service delivery, rostering, resource allocation, and compliance with health and safety standards.
* **Clinical Governance & Risk Management:**  
  Capable of overseeing clinical safety, managing incidents, and ensuring culturally and clinically safe practice.
* **Staff Leadership & Development:**  
  Strong ability to mentor, supervise, and support staff wellbeing and professional growth.
* **Cultural Competency:**  
  Deep understanding of tikanga Māori and te reo Māori. Able to embed kaupapa Māori values into service delivery and team culture.
* **Stakeholder Engagement:**  
  Builds and maintains strong relationships with iwi, hapū, whānau, funders, and community partners.
* **Communication & Collaboration:**  
  Excellent interpersonal and written communication skills. Able to facilitate collaboration across teams and agencies.
* **Quality Improvement:**  
  Committed to continuous improvement, data-informed decision-making, and transparent reporting.

**Personal Attributes**

* **Empathetic and whānau-centred**
* **Culturally grounded and respectful**
* **Decisive and accountable**
* **Resilient and adaptable**
* **Visionary and proactive**
* **Committed to equity and excellence**

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| **Awareness and understanding of** |

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| *Essential* |  |
| * The Treaty of Waitangi and the impact of settlement legislation * The economic, political, social, and cultural context of Tairawhiti District * Meth impacts and service provision in Te Tairawhiti | |

**Variation of Duties**

Duties and responsibilities described above is not intended to limit the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

**Travel**

Some level of travel around Tairawhiti Region will likely occur as needed.

**Performance Development Review**

An initial review of performance will be conducted after three months and again at the conclusion of the contract.

**Pre-employment check**

Police check.

**SALARY**

Salary range: $100 – 120,000 depending on experience and skills

Contract: Full time fixed term 12 months