



Job Description – Pastoral & Pathways Coordinator

TITLE:	Tumu Taituarā – Pastoral Care
CONTRACT TERM	Full Time (40 hours per week)
LOCATION:	Based in New Plymouth and Stratford
BUDGET:	Nil

ORGANISATION DESCRIPTION



Te Kāhui Maru Trust (TKMT) is the Post Settlement Governance Entity (PSGE) for the Ngāti Maru iwi.

TKMT through the recent purchase of Feats Ltd trading as Te Heru Mapara is prioritising the growth and achievement of education for Māori alongside outworking the three key values and objectives.

- **UTU/WHAKAARONUI**
Balance and reciprocity, including the accompanying value of manaakitanga, requiring respect, empathy and generosity.
- **FUTURE PROSPERITY/TIROHANGAROA**
Commitment to negotiating outcomes that are to the greatest possible benefit of Ngāti Maru
- **GOOD FAITH/TE PONO**
Honesty and sincerity, mutual trust and confidence between parties, transparency



Feats Ltd Trading as Te Heru Mapara is a Private Training Establishment which was founded in 1992. It has been providing NZQA accredited training for over 30 years for rangatahi, employment seekers and offers zero-fee courses across their campuses based in New Plymouth and Stratford. As an organisation, our primary focus is delivering on the promise of the vision statement to our learners and stakeholders. We aim to empower, include and support people and to be responsive to their needs and goals, assisting our local communities through up-skilling of learners to prepare them for further training and meeting the needs of employers.



POSITION PURPOSE & OVERVIEW

The purpose of this role is to provide pastoral care support for participants of the Programme who are either undertaking training, education and to pathway into further education or employment. Primarily this role will work with 13 – 24yr olds. The role will provide pastoral care and mentoring both one to one and within group facilitation. It will also provide connection to additional support services where required and work with each participant to identify key issues or barriers, work through solutions and support them into meaningful work or on-going training.

The position involves working within multiple work environments, including training facilities, various places of work and be available to support participants in their whanau environment (where applicable) or within other organisations or agencies. It requires the ability to create strong relationships and work well in a team.

This role will work alongside facilitators and as part of the larger Te Heru Mapara team.

This role requires a motivated, positive, empathetic and problem-solving individual who has a drive and passion to impact the lives of rangatahi and enable their success.

KEY RESPONSIBILITIES & FUNCTIONS

Key Tasks

1. Internal, inter-agency and workplace relationships

Performance Measures

- Productive, efficient and positive relationships are built with the Te Heru Mapara team.
- Positive relationships and connections built with education providers; schools/wananga/alternative.
- Positive relationships and connections built with government agencies, including but not limited to; Ministry of Social Development, Ministry of Education, Ministry of Justice
- An environment of trust is developed to ensure participants feel safe to discuss sensitive or personal issues.
- Close and open communication with the learner's facilitator

2. Pastoral Care Practice

- Follow up with absent learners, contact learners to encourage them to attend their programme. Keep facilitators informed of non-attendance reasons and plans to address absenteeism.
- Any participants at risk are identified, strategies are developed and implemented to address any issues.
- Identified pathways for development, including specific interventions or support for individual participants are tracked, monitored, reviewed and reported regularly to the Programme Coordinator
- Develop high trust relationships with rangatahi to provide support.
- Relevant information is provided to whanau with the consent of the participant to enhance their development and wellbeing.

- Be available to provide support both emotionally and physically to participants where there are barriers or help required to navigate government departments, health or education.

3. Administration

- Maintain accurate records of processes and outcomes as determined by Feats Policies and procedures.
- Records are up to date, accurate and presented in required format, including computer-based systems and meeting agreed timeframes.

4. Health & Safety

- Compliance with standards and legislative requirements
- Ethical standards of practice meet organisational requirements.
- Adhere to safe work practices, including meeting all Health & Safety requirements when on external work sites.
- Observe responsibilities under Health & Safety in Employment Act 1992
- Accidents and incidents are reported in accordance with organisational policy.

5. Personal and Professional Development

- Up to date knowledge and skills maintained through regular professional and personal development activities.
- Registration maintained (if relevant)

KEY RELATIONSHIPS

1. Internal/Partnership

- Te Heru Mapara Team
- Ngāti Maru General Manager and Te Kāhui Maru Trust Board
- Pastoral Care worker works 'in partnership' with Facilitators, whanau/families, school staff and other pastoral care professionals.

2. External

- Social service providers
- Ngā iwi o Taranaki
- Secondary Schools/Wananga/Alternative Education providers
- Local community groups, networks and social service agencies
- Other Government agencies such as; Ministry of Social Development, Education, Health, Internal Affairs, Justice, Te Puni Kōkiri, Youth Development

QUALIFICATIONS & EXPERIENCE

- Qualifications**
- Formal qualifications in social or youth work, life coaching or counselling is preferred but not a requirement.
- Experience**
- Show evidence working within youth or social work.
 - Mentoring or coaching one on one or in group facilitation roles
 - A background in education, youth work or employment brokerage
 - Te Reo & Tikanga experience
 - Knowledge of Te Tiriti o Waitangi and Tikanga Maori, and know where to seek advice and develop bi-cultural processes in the delivery of pastoral care

POSITION COMPETENCIES

- Essential Skills**
- Developing and maintaining effective relationships and connections with a range of other people and agencies to provide the most effective support and wrap around support services.
 - Provide pastoral care processes, models and systems.
 - Basic knowledge of indicators of child abuse, domestic violence, mental health and alcohol and drug abuse
 - Safety issues including 'learner' safety.
 - Able to deliver culturally sensitive and responsive services to Māori, with reference to the principles and provisions of the Te Tiriti o Waitangi, and their implications for practice.
 - Working knowledge of Windows, Outlook, Word and Excel
 - Ability to keep accurate and up to date case records, complete contractual/statistical reports via electronic or written mediums.
- Essential Attributes**
- Excellent individual and group facilitation skills
 - Effective assessment skills
 - Effective interpersonal relationships and exceptional communication skills
 - Good organisation and time management, particularly caseload planning and management.
 - Self-motivation, resourcefulness and ability to make effective decisions under pressure.
 - Be empathetic, caring and have a good level of patience and understanding.
- Other Requirements**
- The appointee will hold a current full driver's licence.
 - Have flexibility to work outside normal working hours to meet needs of the programme pastoral care as required.
 - Be able to work across multiple work sites, including training venues, work sites and home environments.
 - Drive the van for learner pick up, drop off and where required.
 - Must be willing to undergo Police vetting.
 - Attend Professional Development as required