



Safer Mid Canterbury Hakatere Haumaru

Together we're safer ♦ Me uru kahikatea

Job Description

Kaiāwhina Attendance – Hāpai Whānau

Position: Kaiāwhina Attendance – Hāpai Whānau

Child and Youth Team

Location: Safer Mid Canterbury, Ashburton

Hours of Work: Full time (40 hours)

Position Purpose:

This new Attendance Service marks a shift in how we support student attendance across our communities. You will:

- Support chronically absent and non-enrolled students through personalised case management, helping to identify and overcome the challenges that impact attendance.
- Deliver a wide range of services to schools and kura, including advice, targeted support, and access to an unmet basic needs fund.
- Build strong relationships with students, whānau, schools, kura, communities, and social agencies to ensure the best outcomes.
- Engage meaningfully with all communities, recognising and respecting cultural, ethnic, religious, and socio-economic diversity.
- Prioritise culturally responsive engagement with Māori and Pasifika students and their whānau, acknowledging their over-representation in referrals and the importance of trust in achieving lasting change.
- Hold a built-in Hāpai Whānau specialty within the Kaiāwhina role, walking alongside whānau to strengthen confidence, capability, routines and practical strategies that support sustained attendance, while upholding whānau mana and self-determination.

As part of this role, there is an expectation that you will conduct home visits and liaise with service users in these settings.

It is important that in every aspect of our work, we keep the young person as the central participant, ensuring that their voice is heard and that it guides our work with them.

Te Tāhuhu o te Mātauranga | The Ministry of Education contracts a number of services throughout New Zealand to work together with schools to decrease the incidence of non-attendance, thereby improving the educational opportunities of students at risk of social and educational disadvantage.

Safer Mid Canterbury | Hakatere Haumaru delivers this service in the Ashburton District catchment as a regional provider.

Position Objective:

To work with children and young people of school age (as defined in the Education and Training Act 2020) who are exhibiting part or full-day patterns of chronic absence from school and their whānau or caregivers; children and young people of school age (as defined in the Education and Training Act 2020) who are non-enrolled and attending no school, and their whānau or caregivers.

Functional Relationships

Report to: Child & Youth Team Leader

Internal (Safer Mid Canterbury):

- ❖ Safer Mid Canterbury General Manager
- ❖ Safer Mid Canterbury Team Leaders
- ❖ Safer Mid Canterbury Administration staff
- ❖ Safer Mid Canterbury Project Staff

External to Safer Mid-Canterbury:

- ❖ Mid Canterbury Schools
- ❖ Specialist Education Services
- ❖ Police
- ❖ Social Service Agencies (Government and NGOs)
- ❖ Oranga Tamariki
- ❖ Ministry of Education

Service Delivery

Key Functions	Standards and Achievements
Teamwork and collaboration	• Our work is grounded in connection, respect, and shared responsibility. As part of a supportive team environment, all staff are expected to work collaboratively and contribute to a positive, solution-focused culture. This includes communicating openly, valuing diverse perspectives, and supporting one another to achieve the best outcomes for the people and communities we serve. • Attend regular Attendance team practice meetings. • At times, team members may be required to step outside of their usual duties to assist colleagues,

	respond to service needs, or ensure continuity of care. Flexibility, initiative, and a willingness to “step up” and offer help where needed are essential aspects of being part of our team.
Initial liaison with schools to outline attendance, referral process, school’s responsibilities, and how the service will support the school to manage attendance	• All schools visited and informed of service, process, responsibilities and supports; schools understand how to use the service (please note, you are part of a team so this role will be shared).
Respond to non-attending students	• Referrals received and immediately acknowledged. • Respond to all referrals. • Seek to return the student to their appropriate school. • Inform the school when student returned, or if unable to locate and/or return student. • Provide written or email report to school advising of reasons for non-attendance, a summary of provider’s actions and the resulting outcomes. • Liaise, as appropriate, with school, whānau and agencies to identify, as far as practicable, the likely reasons for a student’s non-attendance. • Consult with schools where necessary regarding statutory intervention.
Work, as appropriate, with schools, whānau and other agencies to support schools to fully engage chronically non-attending students within an education setting	• Schools, whānau and agencies working together, as appropriate, with Attendance Service to reduce chronic non-attendance. • Refer students and/or whānau to appropriate community agencies to assist them to reduce barriers to the student engaging fully with school.
Hāpai Whānau specialty – work alongside whānau where additional whānau-focused support is required to strengthen sustainable attendance	• Work in a strengths-based, mana-enhancing way that builds whānau capability rather than dependency. • Build whakawhanaungatanga and seek to understand the whānau context, strengths, aspirations, and barriers before developing solutions. • Coach and support whānau to develop practical, sustainable strategies around routines, expectations, school refusal, communication, and implementation of the attendance plan. • Strengthen whānau confidence to communicate and advocate with kura and other services, supporting whānau to increasingly lead these conversations themselves. • Work within Te Toka Tūmoana and the Attendance Service Practice Framework, demonstrating

	whakawhanaungatanga, manaakitanga, Kotahitanga, and rangatiratanga in practice. • Keep the taiohi at the centre of planning and ensure Hāpai Whānau support remains connected to the agreed attendance plan and coordinated by the Kaiāwhina role. • Recognise when needs sit outside the coaching role and support connection or referral to appropriate specialist services. • Review progress with whānau, focusing on increased confidence, capability, sustainable routines, stronger whānau-kura relationships, and reduced reliance on Attendance Service support.
Maintain accurate records of all referrals and responses	• AS-CMS database maintained and always up to date. • A record is also maintained of the number of individual student referrals received each term and relevant KPIs that are subsequently attending regularly within that term.
Report to Te Tāhuhu o te Mātauranga the Ministry of Education on any school-aged children not enrolled at a registered school	• Te Tāhuhu o te Mātauranga The Ministry of Education informed within two working days of attendance service becoming aware of, and confirming, non-enrolment of a student.
Work on attendance initiatives where appropriate, and where time allows	• Work with schools, the community, businesses, whānau, and agencies to increase attendance.
Cultural competency, safety and diversity	• Application of cultural safety: cultural safety is the ability to understand, communicate with and effectively interact with people across cultures. Cultural competence also encompasses being aware of one's own world view. • Understand how various populations require support to be delivered (this may include urban and rural differences, gender roles, religion, family structure, disability etc.) • Acknowledge cultural differences and respecting spiritual beliefs, cultural practices, and lifestyle choices. • Ensure that respect, sensitivity, and cultural awareness is evident in all interpersonal and working relationships. • Use supervision, training workshops, and weekly team meetings to discuss cultural competence issues.

Recognise Māori as tangata whenua	• Be committed to the principles of the Treaty of Waitangi Te Tiriti o Waitangi.
Risk Management	• Understand and follow Safer Mid Canterbury's Child Protection Policy. • Adhere to professional boundaries and advise Team Leader of any problems or difficulties arising while conducting your work responsibilities.
Health and Safety Guidelines	• Comply with Health and Safety requirements when working in and off the premises of work • Comply with Safer Mid Canterbury Key Operating Policies and Procedures. • Keep up to date with security and safety procedures (i.e. personal security phone app). • Participate in Health and Safety Induction program.
Professional Development	• Ensure professional skills are maintained; remain up to date with relevant initiatives and current evidence-informed practice. • Take part in training sessions where required/requested.
General	• Provide monthly line reports to Team Leader. • Jointly with Team Leader, monitor workloads ensuring an equitable and rewarding balance. • Comply with reporting, accountability, health and safety, and KOPPS requirements. • Take part in supervision and training opportunities as arranged. • Attend relevant Team and organisational meetings, including monthly meetings with manager. • Be committed to Safer Mid Canterbury's bi- and multi-cultural development. • Be culturally responsive. • Have and maintain a current NZ full driver licence. • Systems and processes maintained and up to date. • Other reasonable tasks requested by the employer. Measures • Actions as described above. • Actions are taken in a timely manner.

I have read and understood the above Job Description and accept all of the above responsibilities incorporated herein.

Signed by:

Signature: _____

Date __/__/__

Name

Safer Mid Canterbury

Signed by: **Name**

Signature: _____

Date __/__/__

Title

Safer Mid Canterbury

Conditions of Appointment		Kaiāwhina Attendance – Hāpai Whānau
Hours of Work	Your ordinary hours of work will be 40 hours per week Due to the nature of the position, working hours are flexible but will generally be worked Monday to Friday between 8:00am and 5:00pm. On occasion there will be the need for some work outside of these standard office hours.	
Remuneration and Leave	Annual Salary pay range is from \$65,332 to \$65,936 per annum + 3% Kiwisaver employer contribution. Five weeks annual leave	
Place of work:	The contract you work under requires you to provide services to the District’s schools, so you will be required to travel to those schools and to where students of those schools may reside. All travel is in fleet vehicles provided by Safer Mid Canterbury Hakatere Haumarū.	
Other conditions of appointment: Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000, other Acts which govern employment and an Individual Employment Agreement.		