



Safer Mid Canterbury Hakatere Haumaru

Together we're safer ♦ Me uru kahikatea

Job Description

Kaiāwhina Attendance – Cultural Specialist

Position: Kaiāwhina Attendance – Cultural Specialist

Child and Youth Team

Location: Safer Mid Canterbury, Ashburton

Hours of Work: 40 hours full time

Position Purpose:

This new Attendance Service marks a shift in how we support student attendance across our communities. Each of 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.

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 Haumarū 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;

The Kaiāwhina Attendance role provides culturally responsive support to tamariki, rangatahi, and their whānau to strengthen engagement in education. The role recognises the importance of whakapapa, mana, and connection, ensuring that all interactions uphold the principles of manaakitanga and whanaungatanga. The Kaiāwhina works alongside other Kaiāwhina Attendance staff, schools, and community partners to address barriers to attendance and promote positive pathways for learning and wellbeing.

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 CACTUS Coordinator
- ❖ 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 (Govt and NGO's)
- ❖ Oranga Tamariki
- ❖ Ministry of Education

Service Delivery

Key Functions	Standards and Achievements
Teamwork and Collaboration	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

Maintain accurate records of all referrals and responses	<ul style="list-style-type: none"> Attendance Service Application (ASA) database maintained and always up to date Records are kept within our client management system A record is also maintained of the number of individual student referrals received each term 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Work with schools, the community, businesses, whānau and agencies to increase attendance
Cultural Competency, Safety and Diversity	<ul style="list-style-type: none"> 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, 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.	<ul style="list-style-type: none"> Be committed to the principles of the Treaty of Waitangi
Engagement with Māori and Pacific Islanders	<ul style="list-style-type: none"> Understand and use key frameworks and strategies such as Ka Hikitia, Ka Hāpaitia and Tau Mai te Reo. Engage with local iwi and Māori organisations to fully support these students. Understand and use Pacific frameworks and strategies such as the Action Plan for Pacific Education Engage with local Pacific organisations and networks to fully support Pacific students and their families.
Risk Management	<ul style="list-style-type: none"> Understand and follow Safer Mid Canterbury Child Protection Policy

	<ul style="list-style-type: none"> • Adhere to professional boundaries and advise Team Leader of any problems or difficulties arising while conducting your work responsibilities.
Health and Safety Guidelines	<ul style="list-style-type: none"> • Comply with Health and Safety requirements when working in and off the premises of work • Complying 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	<ul style="list-style-type: none"> • Ensures professional skills are maintained, remains up-to-date with relevant initiatives and current evidence-informed practice. • Takes part in training sessions where required / requested
General	<ul style="list-style-type: none"> • 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 & 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 & Multi Cultural Development • Be Culturally Responsive • Systems and processes maintained and up to date. • Other reasonable tasks requested by the Employer <p>Measures</p> <ul style="list-style-type: none"> • 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 – Cultural Specialist
Hours of Work	<p>Your ordinary hours of work will be 40 hours per week</p> <p>Due to the nature of the position, working hours are flexible but will generally be worked Monday to Friday between 8:30am and 5:00pm. On occasion there will be the need for some work outside of these standard office hours.</p>	
Remuneration	Remuneration will be discussed with the preferred applicant/s and will sit in a range of \$62,000 to \$65,000 per annum	
Place of work:	<p>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 Haumaru.</p>	
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.		