



**E TIPU E REA**  
WHĀNAU SERVICES

## **E Tipu E Rea Whānau Services**

*E tipu e rea mō ngā rā o to ao*

*Grow up and thrive for the days destined to you - Tā Apirana Ngata*

E Tipu E Rea Whānau Services (formerly Thrive Teen Parent Support Trust) is an established community organisation working to improve the health and wellbeing of young people, young parents, and young families. Our service has in-depth knowledge and insight in successful engagement and service support of young parents and their families primarily.

We are an Auckland-based accredited community provider offering and delivering whanau ora centred services to taiohi, matua taiohi and their tamariki.

### **Kaupapa:**

- E Tipu E Rea Whānau Services offers wrap around support services to mātua taiohi, their pepi and whānau.

### **Our Mission:**

- Supporting whānau to grow and thrive

### **The key accountabilities are summarised as follows:**

- Leading and championing the kaupapa on behalf of those whanau served.
- Development and implementation of the organisation's Strategic plan.
- Creating a strong people culture.
- Working towards implementing our Annual Plan.
- Maintaining and building upon our key partnerships in support of the Service kaupapa.
- Maintaining and building the ongoing financial viability of the organisation.
- Leading the compliance of all accreditation requirements and legislative requirements as applicable.



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## Position Description

<b>Position Title</b>	CEO, E Tipu E Rea Whānau Services
<b>Reporting to</b>	Board
<b>Accountable to</b>	Board
<b>Location</b>	Henderson, Tāmaki Makaurau

### Position purpose

The overall purpose of the position, is to provide high quality, timely strategic and operational management and oversight.

### Key relationships

All E Tipu E Rea Whānau Services employees have a responsibility for managing relationships in some or all of the key sectors we work with. In this role, the key relationships to be developed are as follows:

<b>Reports to</b>	Board
<b>Line Manage</b>	All Staff
<b>Public sector</b>	Government agencies, (CYF, MSD, MOH, HPA. TPK)
<b>Health and Social Services sector</b>	Service Providers, DHBs, teen parents and their families, NGOs, Contracted project managers, Sector interest groups.
<b>Communities and the public</b>	Teen Parents and their whānau/families, community representatives, local government and community agencies, Māori/Iwi/Pacific Groups



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**Key accountabilities and performance expectations** (includes, but not limited to):

Key accountabilities	Performance expectations
<b>Business Knowledge</b>	<ul style="list-style-type: none"> <li>• The CEO works in conjunction with the Board to develop and execute the organisation’s day-to day operations.</li> <li>• The CEO’s leadership role is ultimately responsible, for all day to day management decisions, developing a sustainable organisation and maintaining a high level of service delivery.</li> </ul>
<b>To deliver results in the following areas:</b>	
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• Work in conjunction with the Board to develop the Organisation’s Strategic Plan.</li> <li>• Lead and oversee the implementation of long and short-term plans, in accordance with the organisation’s Strategy.</li> <li>• Assist the Board to monitor the Organisation’s performance against the Annual Plan.</li> </ul>
<b>Board Support</b>	<ul style="list-style-type: none"> <li>• Assist the Chair to develop the Board Agenda and provide secretariat support if required.</li> <li>• Prepare Board papers, informing it of service functioning and effectiveness.</li> <li>• Implement Board decisions and directives as recommended.</li> <li>• Ensure timely, accurate preparation and distribution of Board papers and Minutes.</li> <li>• Prepare and participate in the Annual General Meeting.</li> </ul>



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Key accountabilities	Performance expectations
<b>Planning and Development</b>	<ul style="list-style-type: none"> <li>• To provide leadership in planning and development to ensure the sustainability and relevancy of E Tipu E Rea Whānau Services.</li> <li>• The CEO will ensure the preparation of the Annual Plan based on the Strategic Plan.</li> <li>• Implement and monitor the Plan and report developments to the Board.</li> <li>• Advise the Board on policy, investment and direction matters with respect to possible future developments.</li> <li>• Review the structure and systems annually to ensure they are fit for purposed and make necessary adjustments.</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• The CEO is responsible for the management of all staff to ensure the effective operation of E Tipu E Rea Whānau Services.</li> <li>• The CEO works with all staff to complete annual performance reviews and finalise performance plans.</li> <li>• Undertake and manage the recruitment process of new staff and or contractors for services.</li> <li>• The CEO enables and ensures all Staff and Volunteers follow and adhere to Operational Policies and Procedures including legislative requirements.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Financial management to ensure E Tipu E Rea Whānau Services optimises its investments strategies and operates in accordance with accepted audit and accountancy practices.</li> </ul> <p><b>The CEO will ensure:</b></p> <ul style="list-style-type: none"> <li>• An annual budget including capital expenditure and contract requirements is presented to the Board and adopted.</li> <li>• Manage and monitor all budget codes and present Finance Reports as required.</li> <li>• All funding granted will be accounted for successfully against all funding agreements and Grants.</li> </ul>



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Key accountabilities	Performance expectations
IT	<ul style="list-style-type: none"> <li>Is able to utilise relevant software and database technology to an appropriate pace and cost/benefit return.</li> </ul> <p><b>The CEO will ensure:</b></p> <ul style="list-style-type: none"> <li>The organisation is aware of it's technological maturity and risk from digital disruption in the sector.</li> <li>Enhancements from digital and other technologies are deployed that improve the outcomes for the people we support and staff.</li> </ul>
Relationships	<p><b>The CEO will:</b></p> <ul style="list-style-type: none"> <li>Proactively maintain and develop close relationships with all key stakeholders</li> <li>Establish and maintain strong relationships with funders and obtain new funding as aligned to values and kaupapa of the Service.</li> <li>Continue to maintain and measure outcomes for all services for reporting purposes and more.</li> </ul>
Health and Safety	<p><b>The CEO will ensure that the organisational obligations in workplace health and safety are satisfactorily understood and met:</b></p> <ul style="list-style-type: none"> <li>All staff, volunteers and clients will be required to adhere to the organisations' Health and Safety Policies.</li> <li>To monitor and report all accidents/incidents as per policy and procedures.</li> <li>Identifying and reporting workplace hazards.</li> </ul>

### Core competencies

Integrity and trust	<ul style="list-style-type: none"> <li>Demonstrates service professionalism and adheres to the Standards of Integrity and Conduct.</li> <li>Provides accurate and impartial advice. Acknowledges mistakes and learns from them.</li> </ul>
Drive for results	<ul style="list-style-type: none"> <li>Can be counted on to achieve results.</li> <li>Sets high standards and pushes self and others to perform.</li> </ul>



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<b>Whānau focused</b>	<ul style="list-style-type: none"> <li>• Establishes and maintains effective internal and external relationships.</li> <li>• Is dedicated to listening to understanding and recognising the needs of others.</li> <li>• Acts with the customer in mind.</li> </ul>
<b>Priority setting</b>	<ul style="list-style-type: none"> <li>• Supports the shared purpose and vision.</li> <li>• Uses logic to determine what is important and ensures their time and the time of others is spent on this.</li> </ul>
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• Explores all sources of information.</li> <li>• Sees hidden problems and completes honest analysis.</li> <li>• Looks beyond the obvious and doesn't stop at first answers.</li> </ul>
<b>Organisational Agility</b>	<ul style="list-style-type: none"> <li>• Knowledgeable about how organisations work.</li> <li>• Gets things done both through formal and informal channels.</li> <li>• Effectively manoeuvres through complex situations.</li> </ul>
<b>Managing Relationships</b>	<ul style="list-style-type: none"> <li>• Responds and relates well to people in all positions and is seen as a team player who is cooperative; looks for common ground and solves problems for the good of all.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Accurately determines the length and difficulty of tasks and projects.</li> <li>• Sets clear and measurable goals; priorities and time parameters to accomplish tasks and projects</li> <li>• Anticipates roadblocks and develops contingencies to redirect tasks so momentum is not lost.</li> </ul>
<b>Time Management</b>	<ul style="list-style-type: none"> <li>• Uses his or her time effectively and efficiently - Concentrates his or her efforts on the most important priorities; adeptly handles several tasks at once.</li> </ul>

### Skills and Experience:

- Experience in working within a kaupapa service.
- Integrity, honesty and industriousness.
- Previous Line Management is essential for this role.
- An understanding and or experience in working with Oranga Tamariki is an advantage.
- Experience in fundraising, reporting and fulfilling accountability requirements is essential.
- Experienced in working with accounting systems; Xero and in understanding the Payroll processes and procedures is an advantage.



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- Working knowledge of client management systems and fostering positive client centred services.
- Ability to think strategically, independently, and logically.
- Knowledge and heart to champion on behalf of vulnerable whanau.

#### **To be considered for the role:**

- The successful applicant must hold a full clean driver's licence and hold a clear police record.
- The preferred applicant is adaptable, committed to Te Tiriti O Waitangi and in reducing inequalities.
- E Tipu E Rea Whānau Services is proud to provide a unique and adept service to young parents and their children.