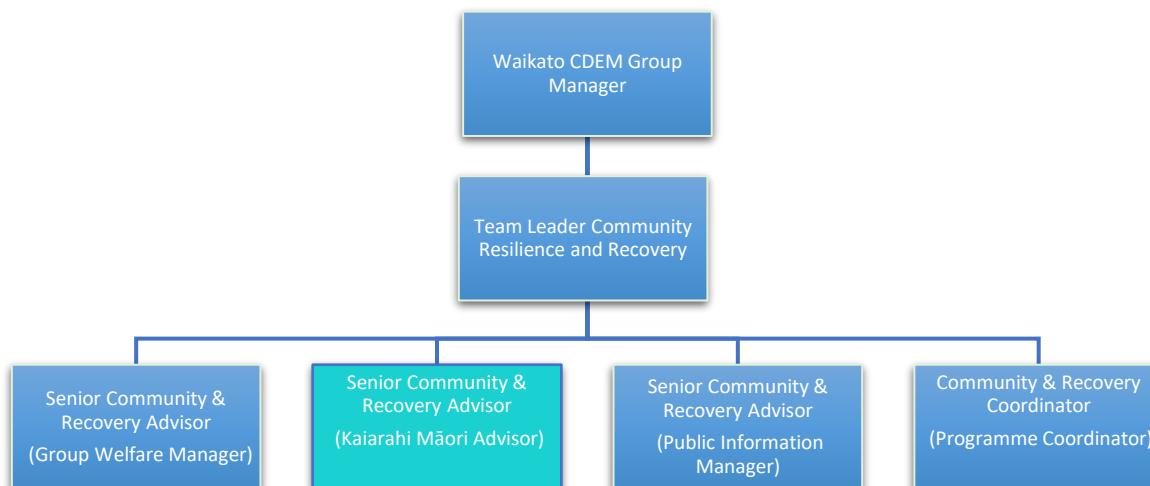


ROLE DESCRIPTION

Job title	Kaiarahi Iwi/Māori Advisor
Directorate	Customer, Community and Services
Reports to	Team Leader - Community Resilience and Recovery
Responsible for [# of staff]	Nil
Job purpose	<p>This role is to provide advice and support to staff, Māori and the CDEM executive group on initiatives which assist whanau/hapu/iwi with disaster readiness and to build resilience in the community. This role also acts as a pivotal relationship conduit to support and enable local engagement where required for information both in and out of Māori communities to support Māori who seek assistance to develop strategies, action plans and projects to manage during a disaster.</p> <p>The role has two distinct modes of operation; a business-as-usual component that focuses on relationship management, collaboration and planning for different types of emergencies, and a response component that operates in a high stress environment implementing previously rehearsed procedures and rapidly responding to the unfolding needs of an emergency.</p>
Direct reports	Nil
Date	August 2024

Organisation Context

Directorate – Customer, Community and Services



Customer, Community and Services

Our purpose is to lead, enable and deliver expert services on community partnerships, customer services, education programmes, organisational excellence, and internal support functions.

Waikato Region Civil Defence Emergency Management Group

The Waikato Region Civil Defence Emergency Management Group comprises a consortium of 11 local authorities, emergency services, lifeline utilities, welfare organisations, government departments and non-government organisations operating in the central area of New Zealand’s North Island, referred to as the Waikato region. The organisation responsible for coordinating the efforts of the Waikato Region CDEM Group is the Group Emergency Management Office (GEMO). This office operates under a work programme developed by a representative group of local authority executives. A sub-group of this body, the Management & Governance Group, provides management direction to GEMO. The GEMO is administered by the Waikato Regional Council.

Key Result Areas

Job holder is responsible for	Job holder is successful when
Area of work	
<ul style="list-style-type: none"> • Provide matrix leadership to engage with iwi/Maori and individuals to leverage the expertise of multiple stakeholders for the Waikato CDEM Group. • Providing guidance on Matauranga Maori to ensure that tikanga is integrated into hazard education, hazard management, emergency response and disaster recovery activities. • Provide influence and support to enable hapu/iwi to undertake their own hazard monitoring and management strategies. • Provide influence and support to enable and empower whanau/hapu/iwi to be aware of and prepared for hazard risks they are exposed to. • Provide influence and support to enable response and recovery during emergencies through Māori networks and focus groups as well as resources and toolkits which support iwi to develop their own plans, activities and programmes to manage during a disaster. • To implement Māori CDEM framework and a relevant implementation plan. • To enable partnering at local levels to encourage dialogue, action, projects and activities that assist whanau/hapu/iwi with disaster readiness, which will continue to build resilience in the community. • To work with Māori to develop relationship protocols across the region to enable local engagement. • Provide influence and support to enable iwi and Māori contribution and leadership within the CDEM Group. • Build and maintain enduring relationships with key Māori entities and representatives. • To provide specialist advice and support on all things Māori to the CDEM. 	<ul style="list-style-type: none"> • Tikanga Māori is integrated into hazard education, hazard management, emergency response and disaster recovery activities. • Whanau/hapu/iwi are aware of and prepared for hazard risks they are exposed to. • Māori are integrated into CDEM planning for response and recovery. • The Māori CDEM framework is implemented. • Strong and collaborative relationships built between Māori and CDEM.

Relationship Management	
<ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external contacts including local authorities, emergency services, central government agencies, non-government organisations, communities, Māori, suppliers, consultants, and contractors. • Ensure that the relationship between the CDEM Group and its key external stakeholders is positive and constructive. • Manage strategic and operational CDEM stakeholder relationships at a local, group and national level. • Represent the CDEM Group at appropriate forums, committees, conferences, seminars and other events. 	<ul style="list-style-type: none"> • Effective, professional relationships and partnerships are developed and maintained with internal and external contacts. • Key external stakeholders consider that their relationship with the CDEM Group is positive and constructive. • Professional image is conveyed in public and sector forums.
GEMO Advice/Duty Officer	
<ul style="list-style-type: none"> • General tasks expected of a GEMO staff member, as assigned: <ul style="list-style-type: none"> ○ Technical advice to local councils, ○ Group wide project management. • Delivering/presenting reports to various committees as required. • Complete rotation as on-call 24hour 7-day Group Emergency Coordinator Centre (GECC) Duty Officer. 	<ul style="list-style-type: none"> • Projects managed and delivered to meet Group requirements. • Reports prepared and delivered to a high standard. • Available on 24/7 GECC Duty Officer rotation.
Emergency Response	
<ul style="list-style-type: none"> • In addition to serving at the Waikato GECC, this position may serve at another Emergency Operations Centre (EOC) or GECC in support of a national or neighbouring regional event. This may include potentially long hours and difficult working conditions, e.g., an emergency event could occur at any time of the day or night and may require working shifts and/or working weekends. 	<ul style="list-style-type: none"> • Available to service at Waikato and national EOC/GECC events as required.

Corporate citizenship	
<ul style="list-style-type: none"> • Ensure compliance with all legal and statutory requirements and WRC policies. • Actively demonstrating excellent customer service in support of Council’s customer engagement strategy and customer promise. • Undertake civil defence training and assist the CDEM department fulfil their objectives. • Ensure appropriate risk management. 	<ul style="list-style-type: none"> • No significant noncompliance events; audits indicate a high level of knowledge of Council policies. • Council’s customer centric organisational culture is understood and supported. • Customer service (internal / external) is respectful, professional, helpful, accessible, transparent and consistent. • Timely and accurate communication is provided to all customers. • Civil defence training is completed, and assistance provided as necessary. • Risks are identified and mitigation plans are in place.
Health and safety	
<ul style="list-style-type: none"> • Contributing to and participating in a positive health and safety culture. 	<ul style="list-style-type: none"> • All work environments are safe; work is undertaken safely and effectively. • H & S policies / procedures followed. • Personal protective equipment worn as necessary. • Hazards are reported and recorded; active participation in the hazard management review process. • Work related incidents / near miss events reported and recorded promptly. • Actively participate in and co-operate with H&S investigations. • Actively participate in H&S activities.

Accountabilities and Delegations

Financial and statutory delegations will be exercised appropriately and within the defined parameters in the [Delegations Manual](#).

Operational delegation	\$2000
Capital delegation:	Nil
Statutory delegations:	NA
Management delegations:	NA

Work Complexity

Most challenging duties typically undertaken, or most complex problems solved:

- The role requires the individual to find innovative ways to engage with iwi/Māori/hapu in order to build community resilience.
- The role includes utilising new and existing technologies, including well established and emerging social media technologies.
- Non-Business hours work required to support community engagement and community training activities. This position potentially performs a full time Incident Management Team member role during an emergency/response, undertaking the role of Iwi/ Māori advisor.

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
<ul style="list-style-type: none"> • Relevant tertiary qualification in disciplines relevant to community engagement or emergency management 	<ul style="list-style-type: none"> • IAP2 (International Association for Public Participation) or equivalent • CIMS4 or international equivalent • Integrated Training Framework (ITF): <ul style="list-style-type: none"> ○ Foundational ○ Intermediate

Knowledge / Experience

Essential	Desirable
<ul style="list-style-type: none"> • Minimum 7 years' experience in relevant experience. • Existing networks with Iwi/Māori across the Waikato region. • Excellent communication skills – written and verbal. • Excellent knowledge of the Treaty of Waitangi. • Project management experience. • Demonstrated ability to establish and sustain successful and effective working relationships with elected officials and Executive level officers. • Demonstrated ability to establish and sustain successful and effective working relationships with external and internal stakeholders. • Highly competent in use of MS Office, MS Teams and Outlook. • Strategic and tactical thinking skills. • Excellent knowledge of Mātauranga Māori. • Excellent knowledge of Te Ao Māori. • Ability to deliver in a political environment that could be high pressure and rapidly changing. • The role will need to provide matrix leadership to coordinate multiple CDEM Partners, partner agencies and other national and regional stakeholders. • The role may need to report and seek feedback or decisions from the Waikato CDEM Group Coordinating Executive Group. 	<ul style="list-style-type: none"> • Previous experience in local government. • Ability to development and implement plans. • Support the development of training material and ability to deliver the training. • Support and participate in exercises. • Ability to support emergency events.

Work Function/Activity

Work Function
<p>Mainly Sedentary Frequent sitting at desk or in meetings.</p>
<p>Repetitive Use Ongoing or frequent episodes of repetitive tasks, such as hand and finger movements when typing, using a computer mouse, or writing.</p>
<p>Driving Occasional need to drive a vehicle for work purposes.</p>
<p>Outdoor work (occasional/light) Occasionally works outdoors; mainly involves walking across rough terrain. Light physical exertion.</p>
<p>Mental activities Include a high level of cognitive functioning with communication, interpersonal, administration, interviewing, assessment, information gathering, evaluation, negotiation, planning, report writing, organisational problem solving and decision-making capabilities.</p>

Competencies

Core Competencies
<p>Collaborates – He mahi whakatahi Building partnerships and working collaboratively with others to meet shared objectives. Ma te mahi whakatahi I nga tangata e whakaoti ai nga kaupapa hiahia.</p>
<p>Customer focus - He tirohanga manuwiri Building strong customer relationships and delivering customer-centric solutions. Me hanga piringa kaha mo te tutuki o nga hiahia mahi.</p>
<p>Drives results - E u ai ki te kaupapa Consistently achieving results, even under tough circumstances. He mea u nei ki te kaupapa ahakoa te taumahatanga o nga mahi.</p>
Optional Competencies
<p>Communicates effectively Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.</p>
<p>Plans and aligns Planning and prioritising work to meet commitments aligned with organisational goals.</p>
<p>Manages complexity Making sense of complex, high quality, and sometimes contradictory information to effectively solve problems.</p>

Key Relationships

External

- Welfare services agencies
- IMT Function Managers
- Response and Recovery Roles
- Civil Defence Centre management teams
- Iwi / Māori organisations
- Pacific people's organisations
- Government organisations
- Non-Government organisations
- Emergency service (Police, FENZ, Health)
- Community response groups
- Other CDEM Groups
- Peers in other local authorities and organisations
- Emergency Services
- Lifelines Utilities
- CDEM Trained Volunteers
- Community Groups

Internal

- Managers and staff
- Emergency management coordinators

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required. No significant changes to this role description will be made without consultation and agreement of the job holder.