

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Growing Through Grief Coordinator</b>
<b>Service</b>	Growing Through Grief
<b>Location</b>	Taupō to Rotorua (based in Taupō)
<b>Reporting to</b>	GTG Manager
<b>Direct Reports</b>	No direct reports.
<b>The Organisation</b>	Anglican Care Waiapu (ACW) is the social services arm of the Anglican Diocese of Waiapu. We have services in Bay of Plenty, Tairāwhiti, Hawke’s Bay and Tararua. We support tamariki, whānau, and communities with our family and community services, early childhood education centres, Whānau Aroha centres, grief services and older people’s programmes.
<b>Our Vision</b>	<p>Te Oranga Ake – Flourishing Together.</p> <p>Our vision reflects our deep belief that true wellbeing is nurtured through strong relationships, shared purpose, and joyful connection. Whether through early childhood education, family and community services, support for older people or grief programmes, we walk alongside our communities to foster resilience, equity and hope.</p> <p>Together, we are growing a future where Aroha (love), Rongo (peace) and Hari (joy) are lived values – woven into every interaction, every service and every story.</p>
<b>Our Purpose</b>	<p>Growing Te Oranga Ake o te Iwi o te Ao.</p> <p>To acknowledge, enhance, sustain and restore Te Oranga Ake o te Iwi o te Ao and the wellbeing of communities in the Diocese of Waiapu.</p>
<b>Values</b>	<p>The values that drive our organisational culture and behaviour:</p> <hr/> <p><b>Aroha (Love)</b>                      A life grounded in love.</p> <hr/> <p><b>Rongo (Peace)</b>                      A life lived in peaceful relationship.</p> <hr/> <p><b>Hari (Joy)</b>                              A life lived with joy seeking to fulfil potential.</p>

Position Title	Growing Through Grief Coordinator	
<b>Position Summary</b>	The role of the coordinator is to be responsible for all practical and professional aspects of programme delivery, overseeing the running of the Growing Through Grief service, including promotion and growth of the service in the local area and maintaining a strong professional volunteer team.	
<b>Working Relationships</b>	<b>Internal</b> CEO Senior Leadership Team GTG Manager and trainers Operational Management Team HR Advisor GTG Staff and volunteers Other Anglican Care Waiapu Staff Diocese Shared Service Staff Parish staff	<b>External</b> Family/Whānau Local community groups and organisations Schools in community Churches in community
The following expected outcomes are provided as a guide for performance standards in the Key Result Areas (KRA's).		
KEY RESULT AREAS	EXPECTATIONS	
<b>KEY RESULT AREA 1:</b>  <b>Service Delivery</b>  The delivery of high-quality programmes for children, young people, and adults, in accordance with ACW's kaupapa (intention), frameworks, values and philosophies.	<ul style="list-style-type: none"> <li>• Responsible for the coordination, planning and provision of safe, appropriate, well-organised programmes with all key documentation completed.</li> <li>• Professional programme delivery which reflects the paramountcy of the child, young person and family/whānau, respects the value of every individual, and ensures confidentiality.</li> <li>• Communicating effectively with children, parents/caregivers/whānau, agencies, and individual participants associated with all programmes.</li> <li>• Actively seeking new ways to deliver GTG programmes and in new spaces. Open to development and growth opportunities for our service.</li> <li>• Work, in conjunction with the Manager, to ensure reporting systems comply with Anglican Care Waiapu Policies and Procedures.</li> <li>• Where relevant, maintain professional body accreditation.</li> <li>• Ensure feedback is sought from clients at case closure through the organisation's client evaluation process and this feedback entered onto survey monkey.</li> <li>• Work with GTG trainers to ensure all volunteers are up to date with training and accreditation.</li> <li>• Seek clarification with GTG trainers on any programme delivery needs.</li> </ul>	
<b>KEY RESULT AREA 2:</b>  <b>Administration and Reporting</b>  Administration and reporting requirements are met through proactive and effective coordination of administrative systems, resources and communication	<ul style="list-style-type: none"> <li>• Monthly coordinator and health and safety reports to be completed.</li> <li>• Ensure that all programmes and attendance are recorded, up to date and accurate within ACWs client database (Exess) as per procedure.</li> <li>• Contribute to internal and external ACW or DOW communications as requested or approved by manager.</li> <li>• Reviewing and monitoring the programme delivery to ensure that all Anglican Care Waiapu policies and procedures are adhered to.</li> </ul>	

<p><b>KEY RESULT AREA 3:</b></p> <p><b>Teamwork and Relationships</b></p> <p>The role contributes positively to team culture, communication, and collaboration across the GTG service and wider organisation</p>	<ul style="list-style-type: none"> <li>• Meet regularly with the Manager as scheduled to discuss team activity issues/concerns and further as required.</li> <li>• Endeavour to consistently and genuinely role model the core values, vision, and purpose of ACW within the workplace and in the community.</li> <li>• Attendance and participation in GTG team meetings and hui, 1-1 meetings, or other team/organisational meetings either online or in person within the diocese.</li> <li>• Supportive relationships are consistently maintained and developed with colleagues and clients.</li> <li>• Working with the manager in developing relationships with local community groups and services who can support the service on an ongoing basis.</li> <li>• Attending networking opportunities to promote the service and working in collaboration with others.</li> <li>• Actively foster positive relationships with ACW services and parish staff in your area, contributing to relationship agreements.</li> <li>• Attend regular supervision both internal and external.</li> </ul>
<p><b>KEY RESULT AREA 4:</b></p> <p><b>Volunteer Management</b></p> <p>Ensure the effective recruitment, support and retention of volunteers who will add value to programme delivery.</p>	<ul style="list-style-type: none"> <li>• Utilise a selection committee, or other agreed process, to interview and screen volunteers and acting in accordance with recommendations made by the GTG trainers and in line with Anglican Care Waiapu recruitment processes.</li> <li>• Ensuring that all volunteers fully understand and are conversant with the requirements of confidentiality and their obligations regarding the Privacy Act.</li> <li>• Manage and maintain enableHR to ensure volunteer information is recorded accurately following the relevant policies and procedures.</li> <li>• Working with GTG Trainers to ensure volunteers achieve accreditation and have opportunities for professional learnings.</li> <li>• Communicating any concerns regarding the professional conduct of a volunteer to the team leader and GTG trainers.</li> <li>• Managing any complaints regarding the programme in accordance with organisational policy and guidelines.</li> <li>• Regularly review the practice of all volunteers and provide feedback regarding performance to them on an individual basis as required, and additionally facilitating debriefing sessions and supervision.</li> <li>• Ensure recruitment of volunteers are in line with Safe Recruitment requirements for Children’s Workers as per the ACW procedures and the Vulnerable Children’s Act 2014.</li> </ul>
<p><b>KEY RESULT AREA 5:</b></p> <p><b>Cultural Responsiveness &amp; Values Alignment</b></p> <p>Workplace environment and interactions to reflect cultural safety, tikanga, and the organisation’s values, ensuring inclusiveness and belonging for all.</p>	<ul style="list-style-type: none"> <li>• Apply ACW’s cultural competencies framework in practice.</li> <li>• Demonstrate cultural competence and integrate te ao Māori and tikanga Māori into everyday practice where appropriate.</li> <li>• Build mana-enhancing relationships with kaimahi, whānau and community partners.</li> <li>• Demonstrate inclusiveness and respect for diversity of languages and all cultures.</li> <li>• Demonstrate a commitment to Te Tiriti o Waitangi.</li> <li>• Support culturally aligned communication, events, and centre activities.</li> <li>• Uphold ACW’s values in culturally safe, inclusive interactions with tamariki, whānau, colleagues, and the community.</li> </ul>

<p><b>KEY RESULT AREA 6:</b></p> <p><b>Compliance, Quality &amp; Health and Safety</b></p> <p>The centre meets all regulatory, funding, and organisational compliance requirements through accurate documentation and proactive safety practices.</p>	<ul style="list-style-type: none"> <li>• Promote a safety-first culture by following ACW health and safety policies, legislation, and site processes, and reporting hazards or incidents promptly.</li> <li>• Maintain awareness of environmental risks and uphold all child protection responsibilities.</li> <li>• Keep compliance records, checklists, and required documentation accurate, complete, and up to date.</li> <li>• Contribute to a safe environment for tamariki and kaimahi.</li> <li>• Follow organisational policies and engage in continuous improvement activities.</li> </ul>
<p><b>KEY RESULT AREA 7:</b></p> <p><b>Organisation-Wide Responsibilities</b></p> <p>The role upholds ACW's values, cultural commitments, and safety standards, contributing to a safe, inclusive, high-quality environment for tamariki, whānau, and staff.</p>	<ul style="list-style-type: none"> <li>• Conduct all duties and behaviour in alignment with Anglican Care Waiapu (ACW) policies, procedures, processes, and internal controls.</li> <li>• Maintain confidentiality of all staff, tamariki and whānau information in accordance with the Privacy Act and ACW policies.</li> <li>• Demonstrate understanding of, and commitment to, ACW's vision, priorities, strategy, and organisational values.</li> <li>• Demonstrate flexibility and willingness to take on a variety of tasks.</li> <li>• Manage work priorities, personal workload, and stress levels effectively.</li> <li>• Attend required meetings, training, and professional development.</li> <li>• Support colleagues and contribute to wider organisational objectives as needed.</li> <li>• Perform additional duties that may arise from time to time.</li> </ul>
<p><b>ROLE REQUIREMENTS</b></p>	
<p><b>QUALIFICATIONS / REGISTRATION</b></p>	<p>Essential</p> <ul style="list-style-type: none"> <li>• A full, clean driver's license</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• A relevant tertiary qualification</li> </ul>
<p><b>EXPERIENCE, SKILLS, AND KNOWLEDGE</b></p>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Volunteer and/or work experience in a professional social service or educational organisation.</li> <li>• Group facilitation or education programme delivery.</li> <li>• Working with children, young people, and adults.</li> </ul> <p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Grief awareness including loss and change.</li> <li>• IT Literacy including Microsoft office / 365.</li> <li>• Organisational and administrative competence.</li> <li>• Professionalism and integrity.</li> <li>• Leadership and management skills.</li> <li>• Confidence in professional settings, to represent our service and facilitate learning about change, loss, and grief among professional peers.</li> <li>• Enthusiasm, energy, and a focus on working with young children in an ever-changing environment.</li> <li>• Basic understanding of Te Reo &amp; Tikanga Māori and willingness to grow in this area.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to actively build relationships with community organisations, internal teams, children and whānau.</li> <li>• An affinity with the Anglican church and its mission.</li> </ul>
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**Declaration:** This position description may be required to be changed from time to time by Management as the requirements of the organisation changes. The employee agrees that the contents of their position description may be amended, added to, or varied from time to time by the employer, after consultation with the employee.

Date Effective			
Employee name and signature		Date	
Signed on behalf of Employer Manager Name and signature		Date	