

## POSITION DESCRIPTION

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|-------------------------|---|---------------------|--------------------------|----------------------|--|-------------------|--|
| <b>Position Title</b>   | <b>Growing Through Grief Manager</b>  |                     |                          |                      |  |                   |  |
| <b>Service</b>          | Growing Through Grief   |                     |                          |                      |  |                   |  |
| <b>Location</b>         | Napier  |                     |                          |                      |  |                   |  |
| <b>Reporting to</b>     | GM Community Services   |                     |                          |                      |  |                   |  |
| <b>Direct Reports</b>   | GTG Coordinators  |                     |                          |                      |  |                   |  |
| <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, Te Tairāwhiti, and Hawke’s Bay. We support tamariki, whānau, and communities with our family services, early childhood education centers, 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> <table border="1"> <tr> <td><b>Aroha (Love)</b></td> <td>A life grounded in love.</td> </tr> <tr> <td><b>Rongo (Peace)</b></td> <td>A life lived in peaceful relationship.</td> </tr> <tr> <td><b>Hari (Joy)</b></td> <td>A life lived with joy seeking to fulfil potential.</td> </tr> </table>   | <b>Aroha (Love)</b> | A life grounded in love. | <b>Rongo (Peace)</b> | A life lived in peaceful relationship. | <b>Hari (Joy)</b> | A life lived with joy seeking to fulfil potential. |
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| <b>Position Summary</b>   | <p>The ACW Growing Through Grief team provides education programmes that support people experiencing change, loss and grief. Delivered in safe and supportive group settings these programmes help participants share experiences, learn practical strategies and build resilience and wellbeing.</p> <p>The purpose of this position is to provide strong leadership and effective management of the Growing Through Grief (GTG) service, ensuring the delivery of high-quality, evidence-informed programmes that achieve excellent outcomes for tamariki and whānau.</p> <p>The role is responsible for leading the GTG team, overseeing operations and programme delivery, strengthening practice, and supporting programme development. It also focuses on building and maintaining strong relationships across communities and schools, while ensuring practice excellence in alignment with ACW’s mission, values, and strategic priorities.</p> <p>This is a regional role, requiring regular travel across the Waiaapu region.</p>  |   |
| <b>Working Relationships</b>  | <b>Internal</b><br>Kaihautū<br>Senior Leadership Team<br>GTG Coordinators<br>GTG Volunteers<br>Operational Management Team<br>Other Anglican Care Waiaapu Staff<br>Diocese Shared Service Staff<br>Parish staff  | <b>External</b><br>Children, Parents, Caregivers and Whānau<br>Other community service providers<br>Schools<br>Iwi Partners |
| <p>The following expected outcomes are provided as a guide for performance standards in the Key Result Areas (KRA’s).</p> |  |   |
| KRA’S   | EXPECTED OUTCOMES  |   |
| <b>KEY RESULT AREA 1:</b><br><br><b>Operational Leadership</b>  | <ul style="list-style-type: none"> <li>• Lead and mentor coordinators to ensure clarity of expectations, accountability, and achievement of defined objectives.</li> <li>• Ensure operational plans are developed, monitored, and adjusted for all GTG programmes to maintain effective and responsive delivery.</li> <li>• Drive continuous improvement in resourcing, systems, and processes to enhance efficiency and outcomes for tamariki and whānau.</li> <li>• Provide strong people leadership through supporting staff wellbeing, enabling performance development, and constructively addressing conflict or performance issues.</li> <li>• Deliver accurate and timely data to support reporting requirements and demonstrate programme outcomes.</li> <li>• Support workforce capability through training and development that fosters innovation and consistent, high-quality programme delivery.</li> <li>• Set, monitor, and manage service performance expectations, including programme delivery targets, volunteer engagement, and service promotion.</li> <li>• Develop operating budgets in collaboration with the GM Community Services (GM CS) and ensure sound financial management through regular monitoring of revenue, expenditure, and KPIs.</li> <li>• Ensure facilities and work environments are fit for purpose, safe, and well maintained.</li> </ul> |   |

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|  | <ul style="list-style-type: none"> <li>• Actively contribute to the Operational Management Team, including sector initiatives and organisational projects.</li> <li>• Collaborate with the GM CS to develop strategies aligned to ACW's vision, strategic priorities, and values.</li> </ul>   |
| <b>KEY RESULT AREA 2:</b><br><br><b>Practice Leadership</b>                            | <ul style="list-style-type: none"> <li>• Ensure coordinators and volunteers understand and apply GTG standards, policies, procedures, and guidance consistently.</li> <li>• Maintain awareness of emerging trends and sector developments, sharing insights with the GM CS, staff, and volunteers.</li> <li>• Facilitate professional development opportunities, encouraging reflective practice and peer learning.</li> <li>• Embed robust quality assurance processes and promote a culture of continuous improvement across services.</li> <li>• Strengthen collaboration across ACW teams to enable integrated, whānau-centred service delivery.</li> <li>• Develop and implement strategies to attract, engage, and retain volunteers.</li> <li>• Ensure appropriate external supervision is in place for coordinators.</li> <li>• Promote GTG services through relevant external forums and networks.</li> <li>• Ensure programmes actively remove barriers to participation, particularly for Māori, Pasifika, and under-represented groups.</li> <li>• Maintain programme integrity across all sites in partnership with the GM CS.</li> <li>• Identify and pursue opportunities for growth, including new programmes, audiences, and delivery models.</li> <li>• Use outcome data and volunteer feedback to inform continuous improvement and capability development.</li> <li>• Maintain current knowledge of Seasons for Growth/Mackillop Seasons requirements and ensure compliance across all programme delivery.</li> <li>• Promote and uphold Anglican Care Waiapu's special Anglican character in all aspects of the service.</li> </ul> |
| <b>KEY RESULT AREA 3:</b><br><br><b>Administration</b>                                 | <ul style="list-style-type: none"> <li>• Prepare high-quality operational and practice reports for the GM CS as required.</li> <li>• Ensure full compliance with contractual and funding requirements, including accurate and timely reporting.</li> <li>• Support the Seasons for Growth accreditation processes for coordinators and volunteers.</li> <li>• Develop and maintain an annual training calendar for volunteers and coordinators.</li> <li>• Ensure all client, volunteer, and financial records are accurate, secure, and maintained in line with ACW policies and the Privacy Act.</li> <li>• Oversee the effective management and availability of programme resources and materials.</li> </ul>   |
| <b>KEY RESULT AREA 4:</b><br><br><b>Cultural Responsiveness &amp; Values Alignment</b> | <ul style="list-style-type: none"> <li>• Apply ACW's cultural competency framework in all aspects of practice.</li> <li>• Demonstrate cultural competence, including the integration of te ao Māori and tikanga Māori where appropriate.</li> <li>• Build mana-enhancing relationships with kaimahi, whānau, and community partners.</li> <li>• Promote inclusivity and respect for diverse cultures, languages, and identities.</li> <li>• Ensure programmes are culturally responsive and uphold ACW's Te Tiriti o Waitangi commitments.</li> <li>• Model and embed ACW values in all interactions and decision-making.</li> <li>• Ensure staff and volunteers understand and reflect ACW's vision, mission, and values in their work.</li> </ul>  |

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| <p><b>KEY RESULT AREA 5:</b></p> <p><b>Compliance, Quality &amp; Health and Safety</b></p> | <ul style="list-style-type: none"> <li>• Promote a culture of health, safety, and wellbeing in line with legislation and ACW policies.</li> <li>• Identify, manage, and report risks, hazards, and incidents promptly.</li> <li>• Uphold all child protection responsibilities and safeguard tamariki.</li> <li>• Maintain accurate and up-to-date compliance records and documentation.</li> <li>• Contribute to continuous improvement and quality assurance activities.</li> </ul>   |
| <p><b>KEY RESULT AREA 6:</b></p> <p><b>Organisation-Wide Responsibilities</b></p>          | <ul style="list-style-type: none"> <li>• Act in accordance with ACW policies, procedures, and internal controls at all times.</li> <li>• Maintain strict confidentiality of staff, tamariki, and whānau information.</li> <li>• Demonstrate commitment to ACW’s vision, strategy, and organisational values.</li> <li>• Show flexibility and adaptability in responding to organisational needs.</li> <li>• Effectively manage workload, priorities, and personal wellbeing.</li> <li>• Participate in meetings, training, and professional development.</li> <li>• Collaborate with colleagues and contribute to broader organisational outcomes.</li> <li>• Undertake additional duties as required.</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 tertiary qualification in social services, business management, health or relevant field</li> <li>• Tertiary qualification or substantial experience in delivering education programmes</li> <li>• A valid and clean New Zealand drivers license and the ability to travel regularly</li> </ul>   |
| <p><b>PERSON SPECIFICATIONS</b></p>  | <p>Experience</p> <ul style="list-style-type: none"> <li>• Experience working with community programmes or initiatives particularly those related to grief, loss, change and personal resilience</li> <li>• Operational and/or practice management experience including effective planning, coordination and implementation of initiatives.</li> <li>• Experience leading or supporting staff who work directly with volunteers ensuring quality consistency and alignment with organisational expectations.</li> <li>• Demonstrated experience and understanding of the social service sector, community needs and effective service delivery approaches.</li> </ul> <p>Skills and Knowledge</p> <ul style="list-style-type: none"> <li>• Strong Leadership skills capability with well-developed relationship management and interpersonal skills.</li> <li>• Commitment to cultural competence and meaningful engagement with te ao Māori supported by a foundational understanding of te reo &amp; tikanga Māori.</li> <li>• Understanding of theoretical models related to change, loss, and grief and their application within community and social service contexts.</li> <li>• Financial literacy with the ability to manage a budget and monitor financial performance.</li> <li>• Strong organisational skills with the ability to manage multiple priorities and meet deadlines.</li> <li>• High level of accuracy, and commitment to maintaining confidentiality.</li> <li>• Competence with digital systems and databases e.g. Exess, Office 365, Teams, SharePoint.</li> </ul> <p>Personal Attributes</p> <ul style="list-style-type: none"> <li>• A passion for supporting communities, whānau and tamariki</li> <li>• A natural ability to work collaboratively with colleagues, partners and stakeholders</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Adaptable, proactive, and solutions-focused</li> <li>• Calm under pressure, reliable, and acts with integrity</li> <li>• Demonstrates alignment with organisational values and kaupapa</li> <li>• An affinity with the Anglican Church and its mission</li> <li>• A commitment to evidence-based practice and continuous learning</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 change. 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.

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