



Job Description

Tupuranga Attendance and Engagement Facilitator

Reporting to	Team Leader & Practice Leader
Location:	Waitaha
Working relationships with	Ākonga & whānau; schools and kura; kaumatua; Collaboration members' staff and managers; non-government organisations; government organisations; Iwi and hapu
Terms of employment	Fixed Term contract for 6 months

The Tupuranga Attendance and Engagement Service is a collaborative innovation led by Purapura Whetu Trust, Odyssey House Christchurch, and Stepping Stone Trust. The Service is looking to appoint an Attendance and Engagement Facilitator for a fixed term. The employer/employee relationship will be assumed by Purapura Whetu Trust.

Purapura Whetu Trust

Purapura Whetu Trust empowers people to reach their full potential through personal growth, positive mental health, and wellbeing. We embrace a Māori view of wellbeing and provide clinical and cultural support services to whanau in Ōtautahi.

Tupuranga Attendance and Engagement Service

The Tupuranga Attendance and Engagement service contributes to the Ministry of Education's Attendance vision: Every student attending school every day as a foundation for engagement in learning and achievement.

The purpose of Tupuranga Attendance and Engagement service is for ākongā and their whānau to:

- Feel good and have fun at kura
- Connect with friends and the school community and represent the kura with pride
- Experience a sense of belonging and feeling valued and validated in their identity, language, and culture
- Succeed in learning and acquire life skills to thrive throughout the life times of ākongā and their whānau

The Tupuranga Attendance and Engagement service supports the 145 schools and kura in Waitaha (Ōtautahi, Selwyn and North Canterbury). The service works alongside and builds relationships with ākongā and their whānau, communities, schools and kura and Iwi and Hapu to provide whānau-based solutions that help improve attendance and understand and reduce barriers to any non-enrolment across the region. The successful applicant will thrive working with a kaupapa that promotes culturally responsive decision making for the benefit of taurira, whānau and kura. The service takes a wellbeing approach to support young people with underlying aspects/issues that are contributing to non-school attendance.

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Purpose and responsibilities of the Position

Due to the large number of referrals received by Tupuranga during the past six months of its implementation, the Tupuranga Team requires an Attendance and Engagement Facilitator on a fixed term contract for 6 months to make an initial phone contact with ākongā and whānau to prepare them and other Team members for the engagement. The purpose of this phone contact is to ensure the currency, accuracy and completeness of the information provided on the referral form; build an understanding of their situation; and assess and implement any short-term solutions that may counter the barriers to school attendance.

Key responsibilities for this position include:

- Respond to the backlog of referrals for non-enrolled ākonga and those who have persistent unjustified non-attendance.
- Call schools and whānau to check the currency, accuracy, and completeness of the details on the referral form
- Build a supportive and respectful relationship with the whānau and listen actively to gain an understanding of their situation
- Offer practical support to whānau ameliorate the barriers to school attendance for their tamariki/rangatahi
- Work alongside team colleagues to assess the capacities and challenges of the whānau referred to Tupuranga for support
- Promote and develop awareness of the Tupuranga service
- Maintain accurate and up to date records of the service for reporting to key stakeholders on progress and outcomes of attendance matters
- Ensure compliance with all health and safety policies and procedures as they relate to the Tupuranga Attendance and Engagement service, schools and kura and Ministry of Education policies

Selection Criteria

The following core competencies are expected:

<p>Relating to Others</p>	<ul style="list-style-type: none"> ▪ Person-centred and actively builds positive and productive working relationships, especially with ākonga and whānau ▪ Is approachable, open, non-defensive and transparent in dealing with others ▪ Demonstrates emotional intelligence by working from a place of understanding other’s feelings, emotions, and perspectives ▪ Is inclusive, supportive, and encouraging ▪ High level of cultural responsiveness ▪ Conflict management skills ▪ Shares relevant knowledge
<p>Trouble Shooting</p>	<ul style="list-style-type: none"> ▪ Uses problem-solving and research skills to identify the root cause of an issue and find a solution

	<ul style="list-style-type: none"> ▪ Analyses the situation through patience, observation and being detail-orientated ▪ Documents the issue, the steps taken with whānau, and the results ▪ Manages time well by prioritising, setting deadlines, and staying on track
Participating and Contributing	<ul style="list-style-type: none"> • Always supports and models Tupuranga values • Desire to make a positive impact on ākonga and whānau • Supports and assists ākonga and their whānau in a positive manner • Displays integrity and takes responsibility for own actions • Works collaboratively and effectively as a team member • Knowledge of community resources within the area
Communication and Thinking	<ul style="list-style-type: none"> • Adjusts style to fit the audience and the message • Provides timely and helpful information to others • Encourages the open expression of diverse ideas and opinions • Conveys information clearly, logically, and accurately especially for whānau • Actively listens to what others have to say • Writes in an appropriate manner so that all communication is easily understood
Resilience	<ul style="list-style-type: none"> • Showing composure, grit, and a sense of perspective when the going gets tough, and maintain your own ability to bounce back from adversity
Managing Self	<ul style="list-style-type: none"> • Accepts ownership for delivering to commitments • Uses time productively • Has a 'can do' attitude • Is aware of the effect their words and attitudes have on others • Patience and ability to work under pressure • Plans and organises tasks on a day-to-day basis to achieve results

Person Specification

The Tupuranga Attendance and Engagement Facilitator will have:

- Ability to work with whānau facing a range of challenges using an empowerment framework
- Demonstrated ability to build strong working relationships with a range of stakeholders
- Demonstrated excellent verbal and written communication skills including the ability to engage and actively listen
- Commitment to Te Tiriti o Waitangi and principles
- Demonstrated cultural competency, including an understanding of ngā tikanga Māori
- Have a sound knowledge of systems of support and have experience of navigating such systems
- Have high levels of professionalism and able to maintain confidentiality and respect for shared information
- Can keep detailed and accurate records
- Have resilience to handle stressful situations
- Be computer literate and competent with Word, Excel, etc
- Have a full, clean drivers' licence