



Attendance Services Manager

Ministry of Education Attendance contract

Hāpai Tūhono | Super Connectors

Māori Community Development and Equity Employment Specialist

Organisation Unit	Rangatahi and Whanau
Reports to	Pou Hāpai
Location	In and around the Otara catchment and on occasion the wider Auckland region – combination of community-based, office-based, and flexible work-from-home arrangements (if appropriate)

About Hāpai Tūhono

Vision - Opportunity equity and wealth sovereignty for Māori.

Mission - Developing mahi aspirations and nurturing connections to realise Māori potential. A wholehearted whānau approach to long-term sustainable success.

Our Goals

Rangatahi: Partner with Whānau and Rangatahi to realise their vocational aspirations- **Moemoea**

Community: Join forces to achieve shared outcomes - **Rangapū**

Employers: Collaborate with Employers to create workplaces where Māori thrive - **Ngā Wāhi Pai**

Change: Continue to improve practice using Māori & Pasifika methodology, research and evaluation -
Te Kore

Ko wai mātou | Who we are

Hāpai Tūhono Charitable Trust is a kaupapa Māori organisation committed to opportunity equity and wealth sovereignty for Māori in Aotearoa.

We focus on rangatahi, tamariki, and whānau Māori - and our Pasifika aiga - supporting education, wellbeing, and meaningful pathways to learning and employment.

As “Super Connectors,” we draw on our extensive relationships across community, education, and government systems to deliver services that are by Māori, for Māori, and for ALL.

We are committed to Te Tiriti o Waitangi, tino rangatiratanga, and tikanga Māori. We are smart, approachable, and brave - unafraid of courageous kōrero that drives transformational change and equitable outcomes.

Our primary focus is working with Māori; we believe that what is good for Māori is good for everyone. Furthermore, we are open to working with our Tangata Tiriti partners, with extensive networks and strong connections with our Pasifika fānau.

Te tūranga (Role Purpose)

He kōrero whakamārama mō tēnei tūranga:

The **Attendance Services Manager** is responsible for establishing, leading, and embedding Hāpai Tūhono's Attendance Services across the Ōtara catchment.

This role oversees the operational delivery, quality, and performance of the service - ensuring it meets Ministry of Education expectations and reflects the kaupapa of Hāpai Tūhono: culturally grounded, restorative, and whānau-centred.

The Manager will lead a multidisciplinary team of **kaimahi**, ensuring alignment between practice, cultural integrity, and outcomes.

They will also play a pivotal role in system development, relationship management, and the continuous improvement of practice to ensure sustained impact for ākonga, whānau, and schools.

This is a dynamic, hands-on leadership role suited to someone who thrives in a start-up environment, enjoys building systems from the ground up, and brings deep understanding of Māori and Pasifika communities.

Key Relationships

Internal: Senior Leadership Team, and Pou Hāpai

External: Rangatahi, Whanau, Community Youth Networks (South Auckland), Local Community Services and programs, Government Stakeholders and Funders

Work Context

- Flexible working hours required, including occasional evenings and weekends.
- Travel within Ōtara and the wider South Auckland area.
- Remuneration reflects leadership within a high-needs, complex education and social services environment.

Tasks and responsibilities

Operational Leadership	<ul style="list-style-type: none">• Lead the setup, coordination, and ongoing delivery of Attendance Services in line with Ministry requirements.• Oversee team operations, case management systems, and service performance against KPIs and contract outcomes.• Manage triage, case allocation, prioritisation, and escalation processes.• Build and sustain a high-performing, values-driven team culture grounded in kaupapa Māori and Pasifika practices.
Practice and Relationship Leadership	<ul style="list-style-type: none">• Provide professional guidance, mentoring, and supervision to kaimahi across all attendance service roles.• Maintain strong partnerships with schools, kura kaupapa, iwi, and community providers.• Represent Hāpai Tūhono in multi-agency forums and regional attendance networks.

	<ul style="list-style-type: none"> • Support practice reflection and wānanga to strengthen culturally responsive and trauma-informed service delivery.
Reporting, Quality, and Compliance	<ul style="list-style-type: none"> • Ensure the team are reporting accurately into the CMS • Produce reports to ascertain individual and team performance and place mitigation strategies in place • Ensure accurate and timely reporting through the Ministry’s Case Management System (CMS). • Lead service monitoring and evaluation processes. • Maintain compliance with all legal, safety, and accreditation requirements (Children’s Act, H&S at Work, PSR, Privacy Act). • Promote continuous improvement informed by data, reflection, and whānau feedback.
Strategic Development	<ul style="list-style-type: none"> • Contribute to the evolution of Hāpai Tūhono’s attendance and engagement models. • Identify opportunities for collaboration and innovation that enhance outcomes for Māori and Pasifika learners. • Strengthen organisational relationships with funders, schools, and agencies to sustain long-term impact.

Nga Tohungatanga (Person Specification)

Qualifications and/or equivalent experience	<p>Relevant qualification in (or similar):</p> <ul style="list-style-type: none"> • Minimum 5+ years’ experience in education, social services, or community-based leadership roles. • Proven experience managing teams in whānau-centred or wraparound service delivery. • Strong administrative skills, data analysis and risk mitigation • Strong understanding of attendance, disengagement, and systemic challenges in education. • Tertiary qualification in social work, education, youth development, or related discipline an advantage. • Current full NZ driver’s licence and clear police vetting and safety checks.
Key Job Competencies (Through a Te Ao Maori World View)	<p>Demonstrated skill and experience in:</p> <ul style="list-style-type: none"> • Culturally grounded leadership that reflects manaakitanga, whanaungatanga, and rangatiratanga. • Ability to build trust and credibility with schools, whānau, and communities. • Highly organised, adaptable, and comfortable leading in complex, evolving environments. • Skilled communicator, able to hold space for challenging kōrero and restorative outcomes. • Experience working effectively with both Māori and Pasifika communities.

Values and Connection	<ul style="list-style-type: none"> • Deep alignment with Te Tiriti o Waitangi and commitment to equity in education. • Understanding of Ōtara’s cultural and social landscape. • Embodies the values of manaakitanga, whanaungatanga, tino rangatiratanga, and kotahitanga. • Passionate about creating opportunities and restoring connection to education for tamariki and rangatahi. • The ability to be courageous and support - by Māori for Māori, for ALL.
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Name	Signature	Date