

He ara pukenga, he ara tauwhiro, hei whakamana mātā waka

*The many pathways of knowledge, the many pathways of social work,
upholding the dignity of all*

Come work with us

- We welcome your experiences to strengthen and support the pou of our whare.
- We embrace diversity and inclusiveness, are passionate about our mahi, and value work-life balance.
- We are small with a supportive culture that values everyone's strengths while providing opportunities to grow personally and professionally.

A taste of what we do

- We are the occupational regulator of the social work Profession.
- We are the Government's Lead Agency for workforce planning for all social workers.
- We are a Crown Entity responsible to the Ministry of Social Development.
- Our purpose is to protect the safety of members of the public by ensuring that social workers are competent, fit to practice, and accountable for the way in which they practice and through that mahi to enhance the professionalism of social workers.

Our obligations in relation to Māori

- As the Social Workers Registration Board (SWRB) | Kāhui Whakamana Tauwhiro, we recognise the Crown-Māori commitment as Te Tiriti O Waitangi partners and are committed to improving services and outcomes for Māori, strengthening the Crown's relationship with Māori, and developing our Māori capability.

Our values

- **Matatika:** To do what is right and just, ethical, fair, equitable, honest, unbiased, impartial, moral, trustworthy
- **Manaaki:** To look after the dignity of others, to support, to tend, to take care of, protect, look out for, show respect, generosity, and kindness towards others
- **Mahitahi:** To work together as one, collaborate, cooperate, co-design, connect, interact, reciprocate, discuss, debate, work in unity with teamwork and synergy
- **Māia:** To be bold, brave, capable, confident, courageous, demonstrating endurance, strength, and resilience

Kaitiuiti Arapaki | Coordinator, Māori Development/Assistant Tribunal Hearing Officer

Position Description

In this fast-paced role, you will be a central hub and coordinator, supporting the work of the Chief Advisor, Māori Development, and the Tribunal Hearing Officer. Your passion and experience in Te Ao Māori, along with your sound knowledge of te reo Māori me ōna tikanga, or your personal journey to grow understanding and develop capability, are essential for this role. Your meticulous eye for detail will ensure that the right information is in the right hands at the right time. You will enjoy making people's days easier, catching problems before they happen, and generally making everything work like a well-oiled machine.

Aronga mahi | Work focus

Reporting Line	You will report to Ihorei Aka Matua Chief Advisor, Māori Development
Direct Reports Accountability	Nil
Financial Accountability	Nil
Salary Range	\$75,000 - \$85,000

Te whāinga me te putanga | Purpose and Outcome

The purpose of this position is to drive the effective and professional coordination of Māori development by embedding He Arapaki, the SWRB Māori development strategy, to inform and support the development of staff capability, operational policy, business processes and Māori engagement. The role also includes event coordination and administrative support. In addition, the role will support the Tribunal Hearing Officer with the administration of the Tribunal as required.

If you have the capacity, you will be willing to assist other parts of the organisation during peak or busy times with a variety of tasks.

Te horopaki me ngā kawenga | Context and responsibilities

Working alongside your colleagues and across all parts of the Social Workers Registration Board | Kāhui Whakamana Tauwhiro (SWRB) and external stakeholders you will provide leadership and mahi in the following areas:

Māori Development Administration

The CA Māori responsibilities and obligations are supported and delivered by:

- Provide administrative support to the Chief Advisor, Māori Development (CA Māori) including diary management, prioritising correspondence, and providing information needed to support decision making about external and internal diary commitments.
- Support with forward administration of meetings, preparing of agendas, and papers
- Co-ordinate and administer agendas, submissions, minutes and actions points
- Support the CA Māori in the preparing and administration of papers for Board meetings, including the distribution and tracking of all required documents
- Manage areas or issues of priority focus or attention for the CA Māori arising from the strategic and annual plan and in line with the work of the Board

- Upload papers/records using the file classification system in support of the Māori Development functions.
- Log and track any requests of the Chief Advisor, Māori Development to ensure timely responses.
- Support the management of workflows, allocate and/or respond to correspondence and to requests for briefing reference numbers in our workflow system
- Ensure data, systems and processes are accurate and updated in real time to support performance reporting
- Proof or prepare reports, responses and presentations

Event Coordination

- Co-ordinate key events and meeting in line with CA Māori annual calendar
- Support the development of staff capability and competence in mātauranga Māori, kaupapa Māori, and te reo me ona tikanga.
- Coordinate end-to-end events, ensuring flawless execution.
- Handle event logistics including invites, registration, speakers, venue coordination, and post-event follow-up.
- Support the maintenance of the Māori Development key stakeholders.
- Support the Chief Advisor, Māori Development to draft and compile board papers for Board and management meetings.
- Manage diaries and coordinate meetings for Chief Advisor, Māori Development

Kahui

Outcome: provide support and organisational administrative support to the Kahui Committee to give effect to the strategic outcomes of the Board and meet the obligations of s100 of the SWR Act, 2003

- Organise, plan and attend the quarterly Kahui meetings, including managing the room booking system
- Attend and general support with catering requirements
- Meeting minutes are taken and distributed in a timely manner
- Organise Kahui Chairperson meets with the Board and Board Chairperson 6 monthly
- Responsible for the meet and greet responsibilities
- Ensure invoices are tracked and processed in a timely manner

Tribunal Administration

- Support the Hearing Officer to administer Tribunals.
- Ensure all documents are available to the Hearing Officer in advance of a Tribunal.
- Prepare and format documents and presentations required.
- Maintain confidentiality of all Tribunal activities.
- Co-ordinate travel and venue arrangements for Tribunals.

General Coordination/Administration

- As capacity provides support the wider organisation with support at peak and busy times
- Be open and flexible to use your skills in support of other SWRB functions.

Leadership

- Demonstrate leadership by implementing a positive, customer-focused, and professional team culture that is respectful and demonstrates the SWRB values in action.
- Maintains strong respectful relationships with colleagues within the SWRB, and works in a collegial and integrated way, to provide timely, high-quality services.
- Adheres to all SWRB procedures, policies, guidelines, and Public Service Standards of Integrity and Conduct.

Health, Safety and Emergency Management

- Complies with and supports all health and safety policies, guidelines, and initiatives.
- Ensures all incidents, injuries and near misses are reported into our Health and Safety reporting log.
- Takes personal responsibility for meeting the SWRB's obligations in workplace health and safety.

Systems and processes

- Actively seek out opportunities to improve efficiency and quality control in processes, procedures and documentation used throughout SWRB processes.
- Work to improve and maintain data collection and reporting.

Risk Management

- Identify any organisational risks and take actions to minimise their impact.
- Effectively manage risks and escalate risks and propose appropriate mitigation where necessary.
- Keep manager informed of any risks and/or issues that may impact on the SWRB's ability to meet its obligations.

Ngā hononga | Relationships

You will work across all parts of the SWRB as an active and positive member of the team, maintaining strong respectful relationships with colleagues within the organisation, and work in a collegial and integrated way, to provide timely, high-quality advice and services.

Ngā wheako me ngā tohu mātauranga | Experience & qualifications

In addition to the skill requirements outlined at the skills section of the position description the following experience and qualifications are specifically required for this position:

- Sound experience in te reo Māori me ona tikanga or on your own personal journey to grow understanding and develop capability.
- Significant administration experience (5-6 years)
- Proficiency in Microsoft Office and excellent numerical skills
- Strong written and verbal communication skills, including report writing.

Ngā pūkenga – me matatau koe ki ēnei mea | Skills–what you must do well

- Demonstrated analytical and critical thinking, problem solving, and decision-making skills with success in developing innovative solutions to business issues.
- Outstanding interpersonal and communication skills, both verbal and written with great attention to detail
- High integrity/will stop at nothing to safeguard compliance standards and company values.
- Ability to manage multiple, complex issues and prioritise projects concurrently.
- You will be a highly motivated, enthusiastic team player who is well organised.
- Collaborative in approach, willing to share ideas and be open to any ideas or improvements.
- Demonstrated ability to take an active learning approach to your mahi.

Te āhua whaiaro | Personal character

- **Honest & open** Willing to be open and confident to share thoughts; sees the benefit in raising what may be perceived as difficult conversations.
- **Curious** Show curiosity, flexibility, and openness in the way you approach your work.
- **Self-aware & agile** Be aware of your strengths and weaknesses, looking for ways to improve skills and adapt approach; adapt well in a changing environment.
- **Resilient** Show composure, grit, and a sense of perspective when the going gets tough.

Te tū angitu i roto i tēnei tūranga | Being successful in this role

You can manage a significant volume of routine work, and because it is second nature to you, you work at pace. Your knowledge is solid, your advice is sound, and you can confidently draw on previous experiences to progress work scenarios. You seek opportunities to learn new things and successfully deliver work which may be ambiguous, unfamiliar and a stretch.

Ngā āheinga me ngā kawatau | Capabilities and expectations

We recruit to develop a diverse workforce that reflects New Zealand communities. Regardless of your area of focus, knowledge and background, the underlying skills and capabilities you bring to the SWRB at this level are comparable with others at the same level in the organisation.

We focus on four key capability areas. Below we've summarised what we expect from you, so that you contribute to SWRB's direction, stewardship, talent development and achievements. It's not an exhaustive list.

1. Te Whakahaere o te Tuku | Delivery Management

We want you to do things like this:

- Can be relied upon to consistently deliver routine work accurately, and independently.
- Understand the context of your work within the wider organisation.
- Works with He Arapaki – the SWRB Māori Development strategy and action plan, to help shape and inform work program and priorities.
- Confidently lead work, where you have greatest depth of knowledge, to a successful conclusion. Know when to ask questions or seek clarification.
- With support, successfully navigate through work that has some degree of ambiguity or requires problem resolution.
- Contribute to the wider team effort using your knowledge of process and risk to provide sound advice.
- Manage your workload and work-life balance, being flexible in your approach as you juggle priorities and competing demands for yourself and others.

2. Te Whakahaere ā Parapara | Talent Management

We want you to do things like this:

- Participate constructively in SWRB staff development programmes.
- Take responsibility for identifying 'stretch' goals and for meeting agreed delivery and development commitments reflecting SWRB values.
- Build confidence and capability in te reo, tikanga and te Tiriti O Waitangi. Explore opportunities to practise with others in a safe, open environment.
- Develop and improve your own performance standards, and work collaboratively with others to improve team performance.
- Contribute to a positive organisational culture, demonstrating our values and behaviours and encouraging flexible ways of working.
- Take every opportunity to learn and be ready to learn from others.
- Be ready to adapt and take the initiative, stepping in if you see help is needed beyond your own area of work.

3. *Te Mana o te Tikanga | Systems Leadership*

We want you to do things like this:

- Understand how the SWRB is engaging with our Tiriti partners and why this is important. Work with others to apply this to your work.
- Build and maintain connections with key people across the organisation and build awareness of external networks.
- See how your work connects with and supports the wider organisation.
- Think about work from a system perspective. Initiate, critique, discuss, and generate ideas about how work could be enhanced.
- Present work to broad internal audiences, framing a position clearly, understanding the user's perspective, and capturing feedback.
- Keep up with latest practices and developments in your field of work—use them, share them, and suggest adopting those that could improve the way we do things.

4. *Mana Rautaki | Strategic Leadership*

We want you to do things like this:

- Understand the strategic context for your work, the team's work, and more broadly across the organisation.
- Participate constructively in discussions about the team's plan in relation to the SWRB's direction.
- Be able to discuss credibly with internal audiences how your work is connected to the strategic direction.
- Understand how the evolving Māori–Crown relationship and the Crown's Te Tiriti O Waitangi obligations inform and shape your advice.
- Contribute to the discussion about how we position ourselves to as the occupational regulator and Lead Agency workforce planning with the social work sector.