

<b>Te Tūranga</b>	
<b>Title:</b>	<b>Pou Whirinaki - GM Māori</b>
<b>Team:</b>	Senior Leadership Team
<b>Reporting to:</b>	Chief Executive
<b>Location:</b>	Wellington

## Aronga Nui

Ko te hāngai ki te whakatakanga ngātahi, a, ko te aronga tōtika ki ngā tini kaupēhipēhi me te hoe ngātahi i tā rātou kōkiri whakamua. Manaaki Tāngata |Victim Support is here 24/7 for people directly affected by crime, suicide and traumatic events, including their whānau and witnesses. We support people to feel informed, empowered, safe and able to cope with the impact.

We support nearly 50,000 clients a year - operating 24/7, 365 days a year, through approximately 400 kaimahi and volunteers.

Manaaki Tāngata |Victim Support is committed to upholding the principles of Te Tiriti o Waitangi. This means ensuring equitable access and outcomes for Māori clients and enabling kaimahi Māori to thrive within our organisation.

Our Te Tiriti o Waitangi framework, Te Whiringa, establishes four key ways we want to grow and enhance culturally responsive and mana-enhancing support to Māori:

- **Whanaungatanga** – foster collaborative relationships with Māori clients, iwi, community groups, stakeholders, and kaimahi
- **Rangatiratanga** – enable Māori self-determination among our clients, communities, and organisation
- **Hoki ki te Ūkaipō** – embed Māori values and culture into our policy, service delivery, and culture to support our Māori clients and kaimahi
- **Ōritetanga** – facilitate equitable outcomes for Māori through service delivery policy, resource allocation, and KPIs/outcome measures.

Being te Tiriti-led is also one of our three organisational core principles, along with being victim-centric and trauma-informed. Our kaupapa is to integrate Te Whiringa and these core principles into all aspects of our mahi and our organisation to live the principles of Te Tiriti o Waitangi.

## Ngā Uara |

At our core of how we work are our values:

**Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga**

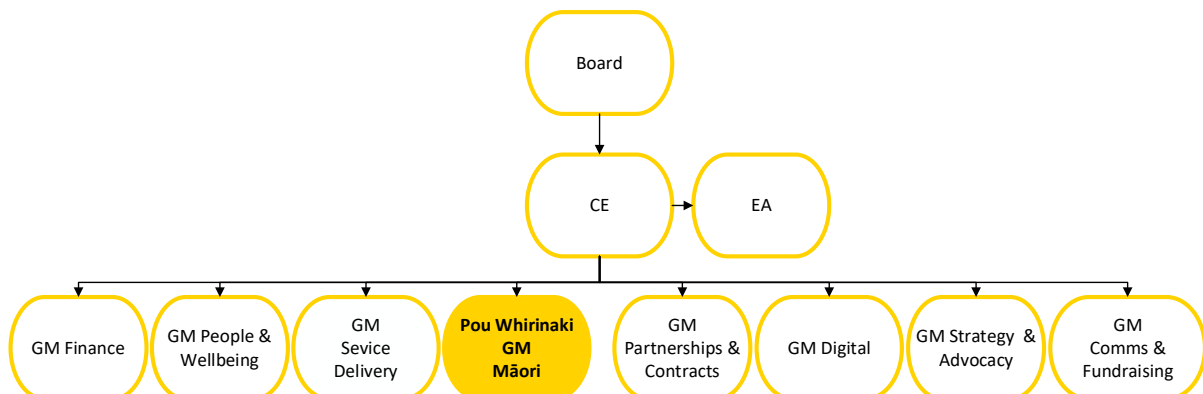
## Te Kaupapa |

Ko te tū hei pou whirinaki, he ārahi i ngā kaupapa tini e hāngai ana ki a Ngāi Māori, a, kia tutuki pai a Manaaki Tāngata |Victim Support i te ranga i ngā kaupapa Māori ki ngā mahi katoa.

The Pou Whirinaki - GM Māori will lead on integrating Te Tiriti o Waitangi and te ao Māori into the organisation's work through the continued implementation of Te Whiringa - the Manaaki Tāngata |Victim Support Te Tiriti strategy, by forming and growing strong external relationships and presence, improving our service delivery to Māori, and guiding our internal teams and functions.

## Te Rārangi Tūranga/

As a Senior Leadership Team member, this role will collaborate to achieve organisational outcomes, bringing a te ao Māori lens, and leading Te Whiringa. They will also work closely and be supported by the Māori Board Members.



## Ngā Mahi |

### Be the strategic voice for Māori across Manaaki Tāngata |Victim Support

- Lead the continued successful implementation of Te Whiringa, the Manaaki Tāngata |Victim Support Te Tiriti strategy, across the organisation and through internal and external relationships.
- Provide expert advice to guide the approach and deliverables of Te Whiringa for the wider organisation.

- Provide leadership, guidance and support across specific projects to ensure change, sustainability and implementation of activities and support our end goal to give effect to Te Tiriti o Waitangi. Work collaboratively with Māori Board representatives to achieve organisational outcomes.

**Be an ambassador for Manaaki Tāngata | Victim Support in key external relationships**

- Work with the Chief Executive and SLT to build strong, positive relationships with government ministers, politicians, major funders, key partners and relevant agencies. These relationships will support strategic discussions and influence, ensuring Manaaki Tāngata | Victim Support becomes a trusted, effective voice for Māori impacted by crime, suicide, and traumatic events.
- Further build deep connections within the Māori community, including with iwi and hapū.
- Identify and work productively with key Māori groups and organisations to establish and maintain an understanding of goals relating to Māori clients. This will include associations, relevant providers, and government entities.
- Alongside the GM Contracts and Partnerships, assist in facilitating genuine partnerships for positive future outcomes for Māori clients.
- Contribute to Manaaki Tāngata | Victim Support's response to submissions and consultations, media enquiries, and external projects and discussions that impact Māori affected by crime, suicide and traumatic events.

**Actively work to improve service delivery to Māori affected by crime, suicide, and traumatic events**

- Work collaboratively to continually enhance our operating model and contribute to plans/activities/research that will achieve more equitable outcomes for Māori.
- Collaborate within Manaaki Tāngata | Victim Support to understand the needs and barriers faced by Māori affected by crime, suicide, and traumatic events, and take appropriate action to address them. Facilitate support for our service delivery teams with the appropriate information, expertise, and advice with respect to Māori clients.
- Work with the People and Wellbeing team to develop a recruitment plan to recruit and retain more kaimahi Māori into the organisation.

**Lead the development of Māori cultural capability for Manaaki Tāngata |Victim Support staff and volunteers and support our kaimahi Māori**

- Lead the components of Te Whiringa that support the identification, development, and implementation of needs for building Māori cultural capability across all levels of the organisation.
- Lead our organisation's kaimahi Māori network, to nurture and support the wellbeing, development, and cultural needs of kaimahi Māori and volunteers, and ensure Māori voices are heard within key projects.
- Work with our Senior Leadership Team to ensure that our organisational values are understood and lived by all our people.

**Pūkenga Matua**

- Strong connections within Māori networks, with an ability to represent Manaaki Tāngata |Victim Support.
- Demonstrated ability to integrate Te Tiriti o Waitangi principles at an organisational level through
- Comprehensive knowledge of te ao Māori and tikanga Māori.
- Competency in te reo Māori.
- Demonstrated ability to manage large projects and work to timeframes.
- Demonstrated ability to establish and enhance effective relationships between Māori and non-Māori groups.
- Strong relationship and partnership building experience with iwi and hapū, and Māori organisations.
- Proven ability to build relationships, both external and internal, through integrity credibility, knowledge and good humour.
- Proven influencing and negotiation skills with senior management, internal stakeholders and external partners.
- Proven experience working with a senior leadership team and providing strategic and operational advice.
- An understanding of the needs of Māori affected by crime, suicide and traumatic events an advantage.
- Exceptional spoken and written communication skills.