**Position Description: Kahukura Financial Mentor**

**Our Commitment**

We believe that, by supporting individuals and whānau as they work to answer their greatest needs and achieve their life goals, we can see entire communites transformed.

We are committed to supporting the vulnerable in our communities through the provision of support services that provide housing, training and employment, food support, counselling, financial mentoring, in-home healthcare and early childhood education and learning.

Our Visionwest Te Tiriti o Waitangi Policy affirms Visionwest’s commitment to our responsibilities under Te Tiriti o Waitangi and its intention to ensure Te Tiriti principles of Partnership, Participation, Protection and Equity are understood, applied and reflected across the organisation. Visionwest aspires to embody the wairua of Te Tiriti in its internal relationships, in its relationships with whānau, local Iwi, Hapū, Māori Service Providers and with other faith-based organisations working for equity, Māori aspirations and responsiveness to whānau hardship. This relationship is intended to be one of warmth, hospitality, and reciprocity, one that promotes equity, knowledge sharing and collective benefit.

**Purpose of the Role**

Visionwest Kahukura Financial Mentors service is an intensive service aimed at helping clients, families and whānau with multiple and complex needs experiencing (or at risk of experiencing) extreme financial hardship. It is a holistic approach to building financial resilience that acknowledges financial issues are not in isolation of an individual’s wider social needs. The aim is to provide financial intervention, as well as assist people to navigate other services such as health and/or social services. Where specialist support is needed, we navigate and connect our clients, families and whānau with other services in the community.

**Key Relationships**

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| **Service and Team:** | Money Mentor Team |
| **Reports to:** | Team Lead- Jo Wolferstan |
| **Key internal relationships:** | * Team manager and members * Staff and volunteers of Visionwest and Glen Eden Baptist Church |
| **Key external relationships** | * Work & Income * Community Service Providers * Financial Services * Creditors and debt collection agencies * Citizens Advice Bureau * Money Talks * Friends/Family/Whānau |

**Role Responsibilities**

**Team and Organisation**

* Work collegially and collaboratively with the team in keeping with Visionwest’s identity, culture and mission, contributing to a team environment where people have a clear purpose, are supported, and are healthy and engaged.
* Participate in team based, and organisation-wide, culture, engagement and learning activities, and encourage others to participate.
* Work collaboratively with internal stakeholders outside of team contributing to a mutually supportive work environment where both parties outcomes are met.
* When required, liaise/work with external stakeholders and agencies, representing the organisation in keeping with Visionwest’s culture, values and kaupapa.

**Task Management**

* Provide specialised service, analysis, advice and recommendations.
* Ensure tasks assigned are carried out effectively, efficiently and timely.
* Work within stipulated parameters and budgets.
* Work within the framework set out in the Policy and Procedures documents for the service and organisation, sector standards, funding contract requirements, relevant legislation and guidelines.
* Contribute to the continuous improvement and capacity building within the team, including proposing new and innovative ways to improve outcomes.
* Provide support for plans and proposals for new projects as requested by line manager.
* Communicate clearly and timely with line manager regarding progress, achievements, risks and challenges.
* Provide accurate, reliable and timely reporting as requested by the line manager.

**Other Duties**

* Assist in a variety of areas throughout the Money Mentors service and contribute to out Trust wide activities

**Personal Expectations**

* Have a learning attitude and actively seek opportunities for personal and professional development (both internally and externally).
* Display an attitude that offers support and encouragement to others in the team.
* Be proactive in own practices to ensure a safe working environment for own self and colleagues including prompt reporting of accidents, incidents, and hazards.
* Ensure that the vision, mission, and values of the Trust are reflected in own work practices and workplace relationships (internal and external) including working from a kaupapa Māori framework.
* Manage confidential information in an appropriate way to ensure it remains confidential and meets Privacy legislation as well as organisational requirements.

**Expected Outcomes**

* Clients/whānau are supported in a mana enhancing way to overcome some of their financial challenges and are connected to other wrap around services to support their overall Hauora (well-being).
* The Kahukura Financial Mentor is responsible for cultivating community partnerships across the financial sector in West Auckland. The Kahukura Specialist will also be expected to work with whānau with complex needs across the West Auckland region (not just Visionwest clients).
* The vision, mission and values of the Trust are evident in daily work practices.
* Collaborative work practices are evident with mutually beneficial outcomes for:
  + Team and colleagues
  + Internal stakeholders
  + External stakeholders
* Visionwest’s Kaupapa Māori practices are integrated into work practices.
* Income and expenditure meet budget expectations.

**Role Competencies**

* Provide independent specialised technical service requiring general application of practices, techniques, concepts and theoretical principles.
* Develop solutions to a variety of problems of moderate scope and complexity
* Plan and schedule own activities to accomplish objectives.
* Assess, analyse, evaluate, monitor, compare, promote, interpret (policy/legislation/procedures).
* Internal and external relationships skills for liaising, gaining cooperation, convincing others and explaining technical terms.
* A commitment to Te Tiriti o Waitangi and Visionwest’s ongoing Kaupapa Māori journey.
* A desire to support those who are facing challenging circumstances in their lives, with a commitment to the vision, mission and values of Visionwest Community Trust, and an ability work within the objectives as set out in the Trust Deed.

**Any of the accountabilities, reporting relationships, or other matters, which are specified above, may from time to time be altered by the Trust/ Visionwest Community Trust following consultation with the role holder.**

**Requirements of the role**

**The Kahukura – Financial Mentor will ideally possess the following:**

**Qualifications & Experience:**

* Expertise at degree level with relevant technical or commercial experience extending over several years.
* Proven ability to implement process improvement initiatives.

**Skills, Knowledge, Abilities:**

* Able to work within values of Visionwest Community Trust – aroha, whanaungatanga, manaakitanga and mana
* Able to embrace Visionwest’s kaupapa Māori journey
* Good organisational, written and oral communication skills required.
* Proficiency in Windows, Microsoft Word, Excel, Internet and Outlook.
* Must have strong interpersonal skills, the ability to relate to other staff, volunteers, agency representatives and the general public.
* Excellent problem solving skills. Must be a self-motivated team player, with a commitment to workplace participation, community service, and diversity.
* Able to develop internal and external relationships.
* Ability to work as part of a team in a culturally sensitive and appropriate manner.
* Clear and open communication, ability to work unsupervised.
* High integrity
* Highly organised, proactive.
* Flexible and adaptable.
* Effective critical thinker and problem solver.
* Excellent communication, presentation, and communication skills
* Committed to the vision, mission and values of Vision Community Trust, and an ability work within the objectives as set out in the Trust Deed.

**Objectives of Visionwest Community Trust** <https://visionwest.org.nz>

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| --- | --- |
| **Approving manager:** |  |
| **Version date:** |  |

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**Employee Declaration:**

*I have read and understand the Position Description for*

***Kahukura Financial Mentor***

*and accept it.*

Name:

Signature: ………………………………………………. Date: ………………………………………