



Job Description – Advisor

Job Title:	Advisor
Function:	Service Delivery
Reports to:	Project Manager
Last review date:	February 2026

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey, striving to bring the principles of Tino Rangatiratanga, partnership, active protection, equity, and options to life in our mahi/work, to ensure healthy tamariki, confident whānau, and connected communities.

Whānau Āwhina Plunket Strategy and Values

We are committed to our vision for our tamariki and whānau and the future, and most importantly, to our goals of Pae ora and delivery of all our services equitably by 2025.

Our strategy is the guiding kaupapa for Whānau Āwhina Plunket. It sets out vision, goals, and priorities for the coming five years, and the uara (values) we will hold close. In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values:

Māia – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity

Tūhono – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)

Manaaki – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata

Māhaki – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of Service Delivery Function

This role is part of the Service Delivery team which delivers Whānau Āwhina Plunket services to whānau right across New Zealand. As a member of the Service Delivery team, you will help families and whānau to reach their goals and contribute to national and local initiatives that improve our performance. We want to make sure we're here to support families and whānau for another 100 years.

Service Delivery team members work as part of one Whānau Āwhina Plunket team and are skilled and passionate, drive performance improvement and work with others to deliver services to families and whānau and delivery equitable health outcomes so that every child in Aotearoa New Zealand has the chance to be the best they can be.

Purpose of the Position

The Advisor is responsible for providing high quality advice and support to the Project Manager, in support of the service development work programme with a particular focus on developing and maintaining project documentation, collateral and reports across a number of key service development projects. This will involve coordinating input and review from workstream leads and project stakeholders to ensure consultation and governance processes are completed. You will also provide support to various project meetings including scheduling, taking notes and following up actions and decisions.

Key Dimensions of the Position

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal:

- Plunket's Tier 3 leaders across Service Delivery and Support Office
- Project Sponsors and Business Leads
- Head of Service Development
- Chief Nurse and clinical team

External:

- Health New Zealand
- PHO's, primary care, secondary and tertiary mental health services
- Community and social services
- Iwi and Hauora Māori, as well as Pacific service providers

Key accountabilities

Project Delivery

- Develop in-depth understanding of project scope and particulars i.e., timeframes, financials, outcomes.

- Create and/or review project documentation and reports, including accurately consolidating data and narrative information and identifying discrepancies and opportunities for improvement-.
- Support the Project Manager to monitor project progress and proactively celebrate achievements and escalate risks or issues that need attention in a timely manner.
- Provide recommendations, support and information to project managers, key stakeholders and business leaders as requested.
- Support continuous improvement of project management processes, tools and frameworks for the wider team and support management of project risks

Relationship Management

- Maintaining key relationships with internal and external stakeholders relevant to the identification and implementation of improvement initiatives
- Able to have difficult conversations, and respectfully challenge thinking and behaviours to ensure the right outcome for the organisation, while also maintaining the relationship
- Work as an active member of cross-functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focussed

GENERAL:

- Adhere to Whānau Āwhina Plunket operational guidelines, policies and protocols, relevant standards and comply with legislation e.g. Privacy Act, Code of Rights, and HPCA Act 2003
- Actively uphold Te Tiriti o Waitangi and work to ensure culturally safe care for clients and build self-determination for all service participants.
- Share ideas and feedback to ensure the service is responsive to the needs of Māori, Pacific and other priority populations.
- Demonstrate Plunket's values – manaaki, māia, māhaki and tūhono.
- Actively contribute to building a collaborative, solution-focussed team culture and way of working.
- Appropriately manage own personal and others health and safety. Take appropriate action to deal with workplace hazards, near misses, accidents and incidents in accordance with relevant safety legislation, policies, procedures, safe systems of work and event reporting.

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

Experience, knowledge, and skills (including Technical Competencies)

- A bachelor's degree or relevant experience working in a complex organisation delivering front line services

- At least three years work experience in the health sector, in an advisory or project capacity
- An ability to prepare and interpret documentation, schedules and step-by-step action plans
- Familiarity with risk management and quality assurance control
- Hands-on experience with project management tools (e.g. Monday.com or Trello), and Microsoft 365 tools (e.g. Word, Excel, PowerPoint)

Skills

- Strong relationship building skills, with proven experience in establishing trust and rapport with a wide range of people.
- Excellent communication skills, with experience in written and oral presentations, influencing and navigating competing perspectives and priorities in a constructive way.
- Proven organisational skills with the ability to think ahead, use initiative, establish priorities and meet deadlines whilst preserving high levels of accuracy and confidentiality

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Role title

Date

Manager role

Date