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| Job Title: | National Volunteer Advisor |
| Function: | Community Services |
| Reports to: | Head of Community Services |
| Last review date: | April 2026 |

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hāpori 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 where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

As a Tangata Tiriti organisation we are guided by the articles of Te Tiriti o Waitangi. We are committed to building strong and respectful relationships with Māori communities. We include Māori worldviews in our decision-making processes to ensure that our actions are aligned with Māori aspirations for Hauora. This is reflected in our policies, processes, structures and governance.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **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 the Community Services Team

The Community Services team is a vital part of the wider Service Delivery function, which brings Whānau Āwhina Plunket's trusted support to tamariki and whānau across Aotearoa. We work alongside our clinical colleagues, volunteers, and community partners to strengthen whānau and community wellbeing and help families achieve their aspirations.

Our team supports the delivery of local, regional, and national initiatives that help tamariki and whānau to thrive. We connect community needs, insights, and opportunities with Plunket's national direction, ensuring services are meaningful, welcoming, and responsive, particularly for our priority populations. Together, we are building a legacy of care, connection, and equitable outcomes that will support whānau for generations to come.

We prioritise tamariki and whānau experiencing the greatest inequities. This includes Māori, Pacific, Asian and rural families to ensure our services reach those who need them most. Our priority populations are central to our service design and are reflected in our key performance indicators, ensuring our work remains focused on improving equity and outcomes where they matter most. Our team uses internal insights, local data, and community feedback to guide targeted, culturally grounded service delivery that responds to whānau aspirations.

We lead and support a diverse range of programmes, events, services, and activities that foster deep connection with local communities. We work collaboratively to understand local needs and respond through innovative projects, strong partnerships, and meaningful volunteer involvement.

Volunteers play a vital role in extending Plunket's reach and strengthening our connection to communities. They lead and support local programmes and activities, bringing passion and lived experience to their mahi. Our paid Community Services kaimahi provide leadership and structure by recruiting, preparing, and supporting volunteers, ensuring roles are clear and safe, and creating environments where volunteers feel valued, confident, and set up for success. Together, we uphold Plunket's commitment to whānau-centred support and equitable access.

Purpose of the Position

The National Volunteer Advisor provides national system leadership and stewardship for volunteering across Whānau Āwhina Plunket.

The role is responsible for designing, embedding and continuously improving the national volunteer framework, including standards, guidance, assurance and system settings that enable a consistent, safe and mana-enhancing volunteer experience across the organisation.

This includes national stewardship of volunteer recognition and volunteer management systems, and leadership of coordinated volunteer recruitment approaches and campaigns that support regions to recruit volunteers in ways that are responsive to local community need.

The National Volunteer Advisor works in partnership with Community Services Managers and regional teams to support implementation, but does not hold line management responsibility for volunteers or staff. Operational delivery, recruitment and day-to-day volunteer support remain the responsibility of regional leaders and teams.

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:

- Head of Community Services
- Community Services Managers
- Community Services Coordinators and kaimahi
- Whānau Āwhina Plunket volunteers
- National Playgroup Advisor
- National Injury Prevention Manager
- Clinical leaders and kaimahi
- People and Culture, Finance, Strategy, Property, Communications and other corporate teams

External:

- Volunteer New Zealand and sector bodies
- Community and NGO partners
- Volunteer networks and representative groups

Key accountabilities

National Volunteer System Stewardship

- Provide national leadership for the design and stewardship of Whānau Āwhina Plunket's volunteer framework
- Maintain clear national standards, guidance and expectations for volunteer engagement and support
- Ensure volunteer systems support equity, inclusion and whānau-centred practice
- Balance national consistency with appropriate local flexibility and community-led approaches
- Provide national oversight of Whānau Āwhina Plunket's volunteer recognition approach, including principles, standards and consistency
- Ensure volunteer recognition frameworks are equitable, mana-enhancing and aligned with Plunket's uara and Te Tiriti commitments
- Provide guidance and tools to support regions to deliver meaningful local recognition in line with the national framework
- Provide national leadership and coordination of Whānau Āwhina Plunket's volunteer recruitment approach
- Design and maintain a national volunteer recruitment framework, including key messages, channels, timing and measures of success
- Lead the planning and oversight of national volunteer recruitment campaigns, in partnership with Communications, Fundraising and regions
- Ensure recruitment campaigns are aligned with organisational priorities, equity goals and priority populations
- Enable regions with tools, guidance and insights to support effective local recruitment activity

- Monitor recruitment trends and outcomes nationally and recommend improvements

Framework Implementation and Continuous Improvement

- Lead the ongoing embedding and maturation of the volunteer framework across regions
- Identify gaps, risks and improvement opportunities with volunteer systems
- Ensure volunteer practice aligns with organisational risk, safeguarding, health and safety and quality expectations
- Remain current with relevant legislation, standards and best practice in volunteering
- Provide national oversight of the volunteer management system to ensure it supports safe, effective and consistent volunteer engagement
- Maintain and continuously improve volunteer management system settings, guidance and expectations
- Ensure the volunteer management system supports accurate reporting, assurance and decision-making

Equity, Te Tiriti and Pae Ora

- Strengthen volunteer engagement approaches that support priority populations
- Embed Te Tiriti principles and Te Ao Māori into volunteer frameworks and guidance
- Support culturally grounded, mana-enhancing and inclusive volunteer practice
- Use data and insight to inform equitable service design and improvement

Advice, Guidance and Capability Support

- Provide expert system-level advice and guidance to Community Services Managers and teams
- Develop tools, resources and guidance to support consistent implementation
- Support shared learning and good practice across regions
- Act as a subject-matter advisor on volunteering within Plunket
- Support regions to plan and implement local volunteer recruitment activity aligned to national campaigns and frameworks

Quality, Assurance and Risk

- Monitor integrity, use and effectiveness of the volunteer management system
- Identify system risks, gaps or inconsistencies and recommend corrective action
- Ensure volunteer systems support safeguarding, health and safety, and compliance obligations

Health & Safety

- Manages own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensures own and others' safety at all times and observe health and safety practices in all workplace activities
- Understands the responsibility individuals and their manager play in health and safety
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and report all incidents, accidents, and near misses in accordance with policy

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

Qualifications and experience

- Bachelors degree or equivalent experience in early childhood, community services, volunteering, social services or related fields
- At least three years' experience providing leadership for the design and delivery of frameworks
- Experience providing national leadership for the design, implementation and stewardship of volunteer frameworks or systems across multiple regions or service contexts
- Experience in system design, framework development or quality/assurance roles
- Strong understanding of volunteering in community-based service contexts
- Experience influencing without direct authority
- Experience working with Māori and diverse communities

Skills and attributes

- Strong systems thinking and ability to design scalable frameworks
- Ability to lead change through collaboration and influence
- Ability to support, challenge and align stakeholders around shared national approaches
- Strong analytical and problem-solving skills, using data to inform decisions and identify trends and opportunities
- Skilled at managing ambiguity, complexity and competing priorities
- Excellent relationship-building and communication skills
- High level of cultural competence and commitment to Te Tiriti o Waitangi
- Alignment with Whānau Āwhina Plunket’s uara and commitment to whānau wellbeing

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

Role title

Date

Manager role

Date