

<b>Job Title:</b>	Community Services Manager
<b>Function:</b>	Community Services
<b>Reports to:</b>	Head of Community Services
<b>Last review date:</b>	April 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 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 Community Services Manager provides regional leadership and accountability for Community Services within a defined geographic area.

The role is accountable for people leadership, service delivery, planning, relationships and financial performance across the region. The Community Services Manager ensures services are delivered safely, consistently, equitably and sustainably, in line with national frameworks and organisational priorities.

The role leads Community Services delivery directly and through others and works closely with national system leadership roles to implement agreed standards, frameworks and service models.

## 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 Team Leaders (where applicable)
- Community Services coordinators, kaimahi and volunteers
- National system leadership roles (eg. National Playgroup Advisor, National Volunteer Advisor, National Injury Prevention Manager)
- Clinical Services Managers, Clinical Leader and clinical teams
- People and Culture, Finance, Strategy, Fundraising, Communications and other corporate teams

**External:**

- Iwi and Māori organisations
- Community partners and service providers
- Local funders, councils and stakeholders
- Other NGO and sector partners

## Key accountabilities

### Regional Leadership and Planning

- Provide clear leadership, direction and accountability for Community Services across the region
- Develop and implement regional Community Services plans aligned to organisational priorities and equity goals
- Build strong, respectful relationships with iwi, community leaders and key regional stakeholders
- Represent Community Services professionally in regional forums and partnerships.

### Service Delivery and Performance

- Be accountable for the effective delivery of Community Services across the region
- Ensure services are delivered safely, consistently and in line with national frameworks, service models and funding requirements
- Monitor service performance, utilisation and outcomes, and take action where services are under-performing or misaligned
- Use data, insights and community feedback to inform planning and continuous improvement

### People Leadership and Capability

- Provide people leadership to kaimahi and ensure appropriate support arrangements are in place for volunteers
- Build a positive, accountable and inclusive team culture aligned to Whānau Āwhina Plunket's uara (values)
- Ensure clear role expectations, effective supervision and performance management
- Lead workforce planning, recruitment, induction and capability development within the region

### Financial Performance and Sustainability

- Be accountable for the financially sustainable delivery of Community Services within the region
- Manage budgets, resourcing and expenditure within delegated authority
- Ensure service planning and delivery consider cost, utilisation, funding requirements and long-term viability
- Work with finance, fundraising and grants teams to align service delivery with funding obligations and opportunities
- Ensure decisions about service configuration and resourcing consider equity impacts and the needs of priority populations

### **National Alignment and System Implementation**

- Implement national frameworks, standards and service models within the region
- Work collaboratively with national system leadership roles to support consistency and quality
- Provide regional insight, operational intelligence and feedback to inform national system improvement
- Ensure regional practice aligns with organisational risk and assurance expectations

### **Risk and quality**

- Ensure robust risk management, quality assurance and health and safety practices across Community Services
- Identify emerging risks and escalate appropriately
- Ensure compliance with relevant legislation, policies, procedures and reporting requirements

### **Quality, 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**

- Relevant qualification or experience in Community Services, Social Services, Education or Health

services

- At least 5 years experience leading complex service delivery portfolios
- Extensive experience working with diverse communities and priority populations
- Experience leading people, managing performance and supporting change
- Sound experience in financial and resource management

**Skills and attributes**

- Strong leadership presence and judgement
- Ability to lead through complexity and competing priorities
- Strong operational and strategic thinking capability
- High level of cultural competence and commitment to Te Tiriti o Waitangi
- Excellent relationship-building and influencing skills
- 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.

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Role title

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Date

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Manager role

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Date