

Ākonga Navigator

Kaupapa | Purpose

To champion success, equity and overall wellbeing for all ākonga. Navigators ensure that ākonga are nurtured, connected and equipped to thrive, through targeted support that enables ākonga to stay engaged, overcome challenges and reach their goals. Provide holistic guidance, remove barriers to success and foster belonging and wellbeing at all stages. Provide support through embedding proactive, relational and kaupapa Māori based values & practices, empowering ākonga to navigate their educational pathway with confidence and success.

Work alongside ākonga to build trust, identify needs, and connect them with the right resources and opportunities to thrive in their learning journey. Engage with internal and external stakeholders to provide ākonga with wraparound support services. Contribute to the design, maintenance & implementation of learner success initiatives and projects that deliver targeted, evidence-based support, with a strong focus on high priority learners. Use data & insights to proactively identify barriers and opportunities, enabling the delivery of timely, tailored support that empowers ākonga to thrive.

Reports to: Ākonga Navigator Team Leader

Team: Ākonga Navigator Team

Remuneration: \$64,000 - \$85,800 (Fixed Remuneration excluding KiwiSaver)

Ngā mahi | Do

Build trusted relationships with ākonga to identify needs and provide holistic, culturally responsive support that fosters belonging, wellbeing, and success.

Use data, insights, and ākonga voice to proactively identify barriers and opportunities, enabling timely, targeted, and evidence-based support.

Contribute to the implementation and ongoing improvement of learner success initiatives and projects by delivering targeted, responsive support that helps ākonga stay engaged and achieve their goals.

Collaborate with internal and external stakeholders to deliver wraparound support and connect ākonga with the right resources, services, and opportunities.

Champion equity by embedding kaupapa Māori values and practices into everyday work, ensuring that high-priority learners are at the centre of all support efforts.

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

Pūkenga | Have

Tertiary qualification in Social Work, Counselling, Psychology, Education, or another related field, or the equivalent body of knowledge gained through experience.

Experience and foundational understanding of student support, mental health, and wellbeing.

Previous experience in delivering support services, including the coordination of inclusive, evidence-informed practices that empower diverse ākonga to succeed.

Evidence of ongoing professional development that enhances knowledge and practice relevant to the position

An understanding of the obligations to include Te Tiriti o Waitangi in workplace practices.

Ability to support and advocate the use of te reo Māori, tikanga and mātauranga Māori in the workplace.

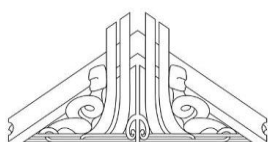
Ability to support and advocate approaches that promote equity and prioritise the needs of priority groups.

Waiaro | Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

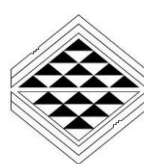
Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others



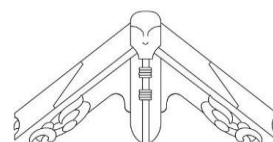
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

Ngā Hononga Mahi | Working relationships

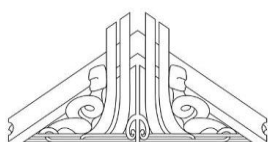
Internal: All kaimahi and ākonga

External: Support agencies and organisations, community groups, partner institutions

Resource delegations and responsibilities:

Financial: As per delegated authorities

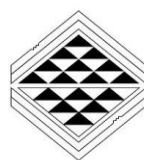
People: 6 direct reports



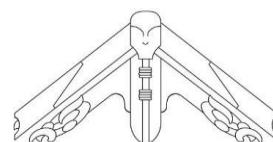
WHANAUNGATANGA



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