



## Membership Manager

Position Title	Membership Manager
Location	Wellington
Accountable to	NZAC Executive Director
Conditions	The successful applicant will be required to undergo a Police Vetting process.

### Organisation

Te Roopu Kaiwhiriwhiri O Aotearoa, the New Zealand Association of Counsellors (NZAC) with over 3,000 members, is the largest professional association registering counsellors in Aotearoa. NZAC members uphold high standards of proficiency and ethical practice. NZAC counsellors are qualified practitioners who accept referrals and tailor therapy with specialised expertise to meet the needs of clients. NZAC counsellors align with other health professionals in a multi-disciplinary approach that includes working with ACC Sensitive Claims, addictions, Kaupapa Maori services, business or employee assistance programmes, community and Iwi social services, culture-specific organisations, educational, justice, medical, Government and Non-Government Agencies. NZAC has a robust Code of Ethics, rigorous membership criteria, and a quality programme focused on continuing professional development linked to internal auditing requirements.

### Position Description

#### Role Purpose

The role of the Membership Manager is to facilitate the NZAC membership and regulation process. This is achieved through the continued emphasis on ethical practice, research, continuing professional development, and commitment to honouring our responsibilities to Te Tiriti o Waitangi.

The Membership Manager facilitates the process from application for provisional membership to Membership and Continuing Professional Development. An important goal for NZAC is to increase new student affiliation, provisional and membership applications. The Membership Manager works alongside the CPD Audit team to audit 10% of members' CPD Records and Plans and to respond to Members' CPD queries. To ensure compliance with current policies, regulations, and legislation.

#### Responsible to:

The Membership Manager is accountable to the NZAC Executive Director.

#### Functional Relationships:

Executive Director and National Office staff.

Liaise with the Membership Committee Convenor, Te Maori Roopu representatives, Membership Committee, Assessment Team, Panel coordinators, Education Providers, CPD Audit Team, National Executive membership Committee liaison.

## **Areas of Responsibility:**

### **1. Te Tiriti o Waitangi**

- Be familiar with and can integrate Te Tiriti o Waitangi into practice
- To actively engage with, and support Te Tangata Whenua within NZAC
- Commitment to honouring the responsibilities of Te Tiriti o Waitangi relationship with Tangata Whenua.

### **2. Manage the membership process**

- Respond to all enquiries from the public about counsellor education and membership of NZAC
- Respond to all enquiries from applicants, candidates, provisional members, members, and supervisors about membership processes
- Manage the receipt of all applications for membership either online and/or paper as applicable.
- Manage all applications in accordance with NZAC current policies and practices.
- Ensure that assessment and panel outcomes are recorded and disseminated appropriately
- Receive and manage any complaints regarding membership processes whether written or verbal with the inclusion of the Executive Director
- Provide management and administrative support to the Membership Committee, Assessment Team and Panels.
- Prepare and update introductory information for new members - candidates, student affiliates, provisional members, and members
- Present to counselling students at Educational Institutions in Aotearoa encouraging affiliation and membership with NZAC
- Proactively contact members where they have missing information and support them to update their details
- Reporting to National Executive regularly on membership changes

### **3. Financial**

- Ensure that all claims for reimbursement for all membership activities are promptly received, coded appropriately, and authorized as per NZAC policy and procedures
- Maintain an accurate record of financial expenditure and ensure that costs are kept within the limits of the annual approved budget, in collaboration with the Membership Convenor, National Treasurer and Executive Director

### **4. Continuing Professional Development Audit Coordination**

- Coordinate the work of the CPD Auditors to assess members' Continuing Professional Development Record and Plans to maintain NZAC self-regulation standards
- Respond to all enquiries from members and supervisors about the NZAC CPD processes
- Review any requests for an Annual Practising Certificate that have issues regarding the fulfilment of NZAC requirements and refer as appropriate
- Facilitate the process of the audit of 10% of the members' Record and Reflections on their Continuing Professional Development undertaken in the previous year.
- Report CPD Audit results to National Executive and advise any members required to be ceased due to non-completion of CPD process.
- Work with the CPD Audit team and Executive Director to update CPD Record and Plans and update on website information for members as required
- Manage CPD Audit Team Budget in collaboration with the team Treasurer and Executive Director

## 5. Administrative

- Maintain an up-to-date membership database in collaboration with the appropriate National Office staff
- Other National Office activities requested by the Executive Director as needed
- Work collaboratively with other National Office staff, members, and other stakeholders to resolve problems arising
- Actively support a culturally responsive, safe, healthy, and productive working environment
- Provide regular updates to the Executive Director

### Person Specification:

- Commitment to honouring Te Tiriti o Waitangi relationship with Tangata Whenua.
- A strong teamwork ethic and collaborative working style
- Strong communication skills, open transparent and proactive
- Understanding of membership-based organisations
- Competent in using computer-based programmes such as Xero, data bases and website membership platforms
- An ability to work independently in a team environment and within the committee structure of NZAC
- Understanding of the Counselling Profession
- Understanding and commitment to Continuing Professional Development
- Awareness of the tertiary education system in Aotearoa NZ
- Knowledge of NZAC CPD Competencies