

Position	Director of Service Delivery
Reports to	Chief Executive
Direct reports	<ul style="list-style-type: none"> <li>Youth &amp; Community Team Lead (Northern)</li> <li>Youth &amp; Community Team Lead (Southern)</li> <li>Training Lead</li> <li>Service Delivery Coordinator</li> </ul>
Location	Te Whanganui-a-Tara / Wellington
Employment type	Permanent, full time (1 FTE)

## Purpose

The Director of Service Delivery leads the strategy, quality, coordination, and sustainability of InsideOUT Kōaro's services nationwide across youth, community, and training contexts. The role ensures services are safe, inclusive, evidence-informed, and aligned with kaupapa Māori, rainbow youth needs, and funder expectations, while remaining integrated, responsive, and well-supported.

Working closely with the Chief Executive as a member of the senior leadership team, the Director of Service Delivery translates organisational strategy into high-quality, scalable, and sustainable service delivery, supporting teams to deliver outcomes across diverse settings and building systems that enable long-term impact and organisational resilience.

## Key Responsibilities

### Service Delivery Strategy & Leadership

- Lead the development, implementation, and continuous improvement of InsideOUT Kōaro's national service delivery model.
- Translate organisational strategy into clear service frameworks, delivery standards, and operational plans.
- Ensure services are responsive to the diverse contexts of whānau, schools, communities, and workforces across Aotearoa.

- Contribute to organisational planning, risk management, and long-term sustainability from a service-delivery perspective.

## **Service Integration & Oversight**

- Provide oversight across all service streams to ensure coherence, quality, and sustainability.
- Lead service planning, prioritisation, and coordination at a national level.
- Direct effective workflows between strategy, practice, and delivery roles.
- Ensure service delivery systems support frontline teams effectively.
- Ensure training, youth, and community delivery are aligned and mutually reinforcing.

## **Service Quality & Impact**

- Ensure services are delivered to a consistently high standard, aligned with best practice in youth development, education, and mental wellbeing.
- Embed trauma-informed, youth-centred, and identity-affirming practice across all programmes.
- Oversee monitoring, evaluation, and learning processes to measure impact and support continuous improvement.
- Ensure systems support safe practice, safeguarding, professional supervision, and clinical or practice escalation where appropriate.
- Ensure services are accessible and inclusive for rainbow young people of diverse identities, locations, and experiences.
- Ensure youth voice and lived experience meaningfully shape service design, delivery, and evaluation.

## **Quality, Impact & Learning**

- Ensure services are delivered to a consistently high standard, informed by evidence, lived experience, and sector learning.
- Embed approaches that are youth-centred, affirming, trauma-informed, and culturally responsive.
- Oversee impact measurement, learning, and improvement processes that strengthen delivery over time.

## **Workforce Leadership & Capability**

- Lead and support service delivery leaders and teams to do complex mahi well and sustainably.
- Foster a values-driven culture of care, accountability, and learning.
- Ensure service structures, resourcing, and support systems enable kaimahi to thrive and deliver effectively.
- Ensure staffing models, role clarity, and resourcing align with delivery needs and funding requirements.

- Build workforce capability through coaching, professional development, and performance leadership.
- Lead and support service delivery leaders and teams to perform at their best in complex, values-driven work.

## **Partnerships, Funding & System Leadership**

- Work closely with funders, sector partners, schools, and government agencies to ensure services meet contractual and outcome expectations.
- Contribute to funding design, service specifications, and reporting from a delivery and practice perspective.
- Represent InsideOUT Kōaro in relevant sector forums, working groups, and advisory spaces related to youth wellbeing, education, and rainbow inclusion.
- Support collaboration across health, education, and community systems to improve outcomes for rainbow young people.

## **Organisational Accountability**

- Hold responsibility for delivery-related reporting, performance, and risk escalation.
- Represent service delivery interests in the senior leadership team.
- Contribute to governance reporting and discussion as directed by the Chief Executive
- Ensure delivery aligns with organisational strategy, values, and resources.
- Uphold InsideOUT Kōaro's commitments to Te Tiriti o Waitangi in service delivery.

## **Other**

- Undertake other tasks as required to meet team or organisational objectives.

## **Health & Safety**

- Takes personal responsibility for keeping self free from harm
- Ensures all personnel under your leadership are informed of health & safety plans during the course of their work
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plan

## What Success Looks Like

- Services are trusted, consistent, and impactful nationwide
- Practice reflects youth voice, cultural grounding, and equity
- Teams are supported, capable, and connected
- Service delivery contributes to long-term organisational resilience

## Key Relationships

- Chief Executive and Senior Leadership Team
  - Service Delivery Leads
  - Funders and Contract Managers
  - Education, health, government and community partners
  - External advisory groups and working groups
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## Skills, Experience & Attributes

### Essential

- Proven senior leadership experience (5 years+) in service delivery, ideally within youth, education, health, or community-based settings.
- Strong experience in monitoring and evaluation
- Demonstrated ability to lead complex, multi-site or national service models.
- Experience working with government or philanthropic funders, including contract delivery and reporting.
- Excellent people leadership skills, with strengths-based and trauma-informed approach.
- Strong understanding of training and development, and identity-affirming practice, particularly for rainbow communities.
- High level of judgement, integrity, and alignment with InsideOUT Kōaro's values and kaupapa.

### Desirable

- Experience in or alongside the health or education systems.
  - Understanding of the machinery of government, prevention and early-intervention models, and education and wellbeing services.
  - Familiarity with evaluation, impact measurement, or continuous improvement frameworks.
  - Experience embedding Te Tiriti-aligned practice within service delivery.
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This job description reflects the general duties of the position and should not be interpreted as a comprehensive inventory of all tasks, responsibilities, and qualifications required. Duties and responsibilities may be added or modified as needed to meet the organisations evolving needs.