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| **Position Description** |
| 1. **Position Title:**
 | 1. Kaitiaki / Hostess
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| 1. **Operations Function:**
 | 1. Operations
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| **Reports to:** | 1. Community Support Team Leader
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| 1. **Last review date:**
 | 1. Draft – 03/09/2019
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*“In the first 1000 days we make the difference of a lifetime”*

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| **Plunket Strategy** |

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

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| **Overview of the Operations Support Function** |

This role is part of the Operations team which delivers Plunket services to whanau right across New Zealand. As a member of the Operations team, which includes all of our volunteers and volunteer services, you will help families and whanau to reach their goals and contribute to national and local initiatives that improve the way we do things at Plunket. We want to make sure we’re here to support families and whanau for another 100 years.

Operations team members are One Team who are skilled and passionate, who innovate to improve, who seek new ways of funding our free services and who partner with others who deliver services to families and whanau to make sure that every child in Aotearoa New Zealand has the chance to be the best they can be.

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| **Purpose of position** |

The Kaitiaki is accountable for ensuring Plunket are providing a warm and welcoming place for whanau at a family centre or hub and to help whanau to navigate services with in Plunket and the community. The role will work in a whanau-centric way to build lasting relationships with whanau and support them to build peer to peer support. The role will also ensure the facility is cared for and ready for use by Plunket and any external users. The role works in partnership with the Community Services team, Clinical Services team, Plunket volunteers and employees.

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| **Dimensions of the position**  |

**Responsible to:** Community support Team Leader (CSTL)

**Responsible for:** Community relationships

**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:**

* + - * Community and Clnical Services Managers
			* Clinical Leaders
			* Community Support Coordinator
			* Clinical and community staff
			* Volunteers

**External:**

* + - * Local community agencies
			* Other NGOs
			* Plunket Clients/Members of the Public

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| Key accountabilities (Some will be unique to the position; others will be common across the organisation and level within the organisation.) |

**Business as Usual:**

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| * Provide a warm and welcoming first point of contact for whanau who visit the centre.
* Ensure the centre is ready for users each day. Ie. warm and tidy with toys available and resources set up that may required for the day.
* To provide refreshments as required.
* Support the CSC with playgroup activities.
* Maintaining effective systems and records of visitors to the centre and attendance as necessary.
* Help whanau to navigate services with in Plunket and the local community.
* Connect with staff working at the centre and provide day to day support as required.
* Work with the CSC to follow up internal and external referrals relating to gaps in community need that could be met by Plunket services at the centre working in a whanau-centric way.
* Maintaining an awareness of and promoting Plunket services, parenting groups and events to parents and to other providers in the community/health sector to encourage attendance and participation
* Keeping key internal stakeholders up to date about additions and changes to Plunket services, groups, support and events
* Providing support to the Community Team to grow and retain our volunteer base, through promotion of volunteering opportunities, recruitment, induction and development programmes
* Support local fund-raising activities.
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**Leadership:**

* Actively embracing One Plunket principles and role modelling behaviours that support the desired culture and ways of working
* Capably makes decisions in a timely and responsive way
* Ably directs and guides people and processes with or without formal authority
* Participate in working groups and projects as appropriate

**Relationship Management:**

* Able to have difficult conversations, and challenging thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship
* Work as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focused
* Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others including mana whenua.
* Seek feedback about the services the centre provides and provide feedback to the Plunket team on improvements that can be made.
* Attend team and centre meetings.

**Health & Safety**

* Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents
* Ensures own and others’ safety at all times and observes health and safety practices in all workplace activities
* Understands the responsibility individuals and their manager play in health and safety; training is up-to-date and can demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe
* Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
* Identifies and reports 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.

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| Person Specification |

**Knowledge, Skills and Experience (including Technical Competencies)**

**Skills & experience**

* Intermediate Microsoft Office suite skills.
* Strong relationship building capabilities, with proven experience in establishing trust and rapport with a wide range of people
* Well established networks with extensive knowledge of the local community
* Excellent communication skills, with experience in influencing and conflict management
* A focus on quality, continuous improvement and excellence
* Ability to take initiative and think outside of the box in order to take advantage of opportunities as they arise
* Ability to communicate clearly and succinctly to a wide range of people, making use of different communication channels
* Ability to self -manage, and have the flexibility to respond to and prioritise work as required and excellent time management skills

**Other requirements**

* Current drivers licence
* First Aid Certificate

**Competencies**

**ACE-Ability**

Plunket’s behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

**Adaptability**

**Thinking**

* Is comfortable with complexity - understands alternative worldviews
* Can see beyond face value to identify new, sustainable opportunities
* Keeps perspective and is pragmatic and solutions focused
* Able to accept and work with ambiguity and change

**Interpersonal**

* Is committed and capable of expanding professional/social networks
* Is strong enough to confront and deal with difficult people/issues
* A self-starter who can support and motivate key managers and staff

**Connection to Plunket’s Direction**

* Has a high level of energy and commitment to achieving Plunket’s vision
* Has a broad range of engagement
* Is committed to adapting and improving their own practice
* Is committed to growing the business and developing relationships

**Emotional Maturity**

* Is non-reactive and objective and maintains a high level of integrity
* Understands the degree of influence in their role
* Understands own limitations