

<b>Position Title:</b>	Community Support Coordinator
<b>Operations Function:</b>	Operations
<b>Reports to:</b>	Community Services Manager
<b>Last review date:</b>	March 2018

*“In the first 1000 days we make the difference of a lifetime”*

## 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.

## Overview of the Operations 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.

## Purpose of the Position

The Community Support Coordinator is accountable for coordinating, supporting and enabling Plunket people to deliver community based initiatives that help Plunket to achieve its. The role works in partnership with the Community Services Manager, Plunket volunteers and employees to provide relevant services to the community and to strengthen and expand the volunteer network.

## Dimensions of the position

<b>Responsible to:</b>	Community Services Manager (CSM)
<b>Responsible for:</b>	This role has direct reports predominantly in the form of playgroup and toy library staff.
<b>Delegations:</b>	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.
<b>Functional relationships:</b>	<i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:</i>

### **Internal:** (as required)

- Community Services Managers
- Clinical Leaders
- Partnerships and Community Development Manager
- Regional Support Services Team Leaders
- Regional Volunteer Coordinator
- Regional Parenting Coordinator
- Volunteers

### **External:** (as required)

- Regional community agencies
- TLAs, other NGOs
- Parenting Facilitators
- Plunket Clients/Members of the Public

## Key accountabilities

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

### **Business as Usual:**

- Delivery of a prioritised set of community services in a dynamic organisational environment
- Providing support to the CSM to grow and retain our volunteer base, through promotion of volunteering opportunities, recruitment, induction and development programmes
- Developing and assisting with volunteer appreciation events throughout the year and ensuring all volunteers are recognised for their efforts so that our volunteer network feel well supported, recognised and connected to Plunket and motivation for continuing commitment is maintained
- Support fund-raising activities and participate in identification of fund-raising initiatives

- Being visible to volunteers, maintaining oversight of volunteer activity to ensure they are meeting desired outcomes, involving the Community Services Leader where appropriate
- Maintaining effective systems and records of Plunket's volunteer base and volunteer activity
- Set up and maintenance of infrastructure and resources for volunteers to manage groups, parent to parent connections and other volunteer driven activity
- Supporting preparation of group budgets
- Role modelling and educating volunteers in Plunket systems and way of working
- Following up internal and external referrals relating to gaps in community need that could be met by volunteers, and matching the skills, experiences, and expectations of volunteers to positions available
- Keeping records and submitting regular reports on group attendance and volunteer programme outcomes to the Community Services Leader so that volunteer records and systems are well maintained and meaningful data is able to be used and obtained
- Maintaining current data in Volunteer information system and Community groups register
- 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
- Raising staff awareness of the role and function of volunteers, keeping them updated on available community and volunteer services, and opportunities for volunteering

### **Drives change**

- Inspires, leads and influences others to commit to and have pride in service delivery to customers that meets community needs
- Drives the changes needed to create a culture centred on people taking responsibility for achieving the business plan and supporting others to do the same

### **Leadership**

- Providing support, leadership and guidance to playgroup and toy library staff
- Being an active participant of the Community Services Team, including attendance at team meetings and supporting the CSM to achieve area and community goals
- Embedding One Plunket principles as an integral part of working and volunteering within the area and role modelling the desired culture and way of working
- Providing a link and connection between Plunket volunteers and employees

## **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
- Partner with other Regional leadership to ensure frameworks, policies and tools are seamlessly integrated into other key HR processes
- Partner with Finance and business managers to support business planning and budgeting processes.
- Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others
- 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 focussed.
- Seek feedback about the service they provide and self-reflect on ways to improve

## **Health & Safety**

- Ensure the workplace is healthy and safe for staff and visitors
- Actively lead and promote Plunket health and safety policies and procedures
- Ensure national policies, processes and guidelines are adhered to

## **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**

### **Experience, knowledge and skills (including Technical Competencies)**

- Intermediate to Advanced Microsoft Office suite skills
- An understanding of the principles and practice of volunteering and volunteer coordination is highly desirable
- 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 written and oral presentations, 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 engage and think at a broad level to explore and understand trends, opportunities and risks that could affect volunteering
- 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 license

#### **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