

# Community Services Injury Prevention Co-ordinator

## Position Description



**Position title:** Community Services Injury Prevention Co-ordinator

**Support Function:** Operations

**Reports to:** Injury Prevention Programmes Manager & Community Services Manager

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

### Plunket Strategy

Whānau Āwhina Plunket Strategy 2021-26 will guide our work over the next five years to ensure we are make the difference of a lifetime for our pēpi and tamariki and generations to come. Mō tātou, a, mō kā

To achieve this, we will be supported by themes which give us the pathway to achieving our vision and strategic goals. The themes are pēpi, tamariki, and their families, whānau and communities are at the heart of everything we do, Valuing and investing in our people to realise their potential, Partnering with communities, Innovating to deliver health equity, Using our knowledge and influence to improve the health and social system

### Overview of the Operations function

This role is part of the Operations team which delivers Whānau Āwhina Plunket services to whānau right across New Zealand. As a member of the Operations team, which includes all our volunteers and volunteer services, you will help families and whānau to reach their goals and contribute to national and local initiatives that improve the way we do things at Whānau Āwhina Plunket. We want to make sure we are here to support families and whānau 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 services and who partner with others who deliver services to families and whānau 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 Community Services Injury Prevention Co-ordinator is accountable for coordinating, supporting and enabling Plunket people to deliver community based initiatives that help Plunket to achieve its goals and the fulfilment of our vision – In the first 1000 days we make the difference of a lifetime. The role works

in partnership with the Injury Prevention Programmes Manager, Community Services Manager, Plunket volunteers and employees to provide relevant services to the community and to strengthen and expand the volunteer network.

The Injury Prevention Programmes team is responsible for supporting the development and delivery of agreed and approved Injury prevention messages and programmes that provide support to whānau and the community. The role works in partnership with the Injury Prevention Programmes Manager, Injury Prevention team colleagues, Community Services teams, Clinical services teams, Plunket volunteers and employees to provide relevant services to help achieve Whānau Āwhina Plunket Vision and Goals

#### Dimensions of the position

<b>Responsible to:</b>	<b>Community Services Manager &amp; Injury Preventions Programmes Manager</b>
<b>Responsible for:</b>	Volunteers, Coordination and support of local Injury prevention services
<b>Delegations:</b>	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

#### Functional relationships:

*These are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

##### Internal:

- Injury Prevention Programmes Manager and Injury Prevention coordinators
- Community Services Manager and Community team
- Clinical Services Manager
- Clinical Leader
- Clinical Staff, including Kaiāwhina and Community Karitane Health workers
- Regional Support Services Team
- Volunteers

##### External:

- Community/local whānau Māori
- Regional Community agencies
- Plunket clients and whānau
- Local Authorities, in particular Road Safety coordinators and advisers
- Iwi and Māori providers, organisations and groups
- Central Government agencies including Te Whatu Ora, NZ Police, Ministry of Social Development, Oranga Tamariki, Waka Kotahi NZTA, ACC
- Regional Stakeholders, including funders and supporters
- Early Childhood Education providers
- Members of the public

## Key accountabilities

### 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 Manager 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 Manager 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
- 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
- Provide education and advice on correct use and installation of child restraints. This will include at our local child restraint installation sites in Wakatipu, Central Otago and Upper Clutha, roadside checkpoints in conjunction with NZ Police, Child Restraint Checking clinics and education sessions in the community. The role includes installation of child restraints for clients.
- Coordination and delivery of Injury prevention programmes including current programmes Seen and Safe, Safe and Secure; and other programmes as they are developed.

- Seek opportunities to share Injury Prevention messages and provide support for whānau in the community with a particular focus on our priority Māori and Pacific populations and in areas less well-resourced or of higher need.
- Using resources provided and developed, plan and facilitate Injury Prevention education sessions for Whānau Āwhina Plunket staff, local community organisations and events
- Ensure all administrative tasks are completed in a competent and timely manner.
- Support and advocate the use of positive injury prevention and other parenting messages with whānau and community.
- Assist with the promotion of Plunket programmes and services such as PPE, Playgroups and Plunket Partnership initiatives.
- Develop, maintain, and grow relationships with partners and stakeholders including Road Safety coordinators/advisers, NZ Police, Māori and Pacific providers, early Education service providers ensuring a collaborative approach to services.
- Provide support to the Injury prevention manager to recruit, develop and retain volunteers to support Injury prevention services at Whānau Āwhina Plunket.
- Support injury Prevention initiatives in areas outside location which may include travel to other areas to support events, activities and professional development

#### **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 volunteers
- Being an active participant of the Community Services and Injury Prevention Team, locally, regionally and nationally, including attendance at team meetings and supporting the Community Services Manager and Injury Prevention Programmes manager 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
- Role modelling and embedding Whānau Āwhina Plunket values of Māia, Māhaki, Tūhono and Manaaki as an integral part of all work.
- Demonstrates skills that support translating high-level strategies into practical implementation strategies.
- Demonstrate organisational leadership by being a positive agent of change, actively embracing One Plunket principles and role modelling behaviours that support the desired culture and ways of working.
- 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
- 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**

- 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
- Encourages and reflects understanding of cultural safety within the workplace

### **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
- Is a Child Restraint Technician or is willing to complete this qualification within 6 months of appointment to position.
- Demonstrates an interest in Child safety and prevention of unintentional injury
- Current full New Zealand drivers licence and willing and able to drive a manual and automatic Plunket car across the service area

- 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
- Be proactive and willing to seek wider input from available collective experience and skills
- 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
- Understands the nature and timeframes of the Whānau Āwhina Plunket network, with ability and willingness to travel within the Area on scheduled/as needed basis. Be available to attend regional meetings as requested.

## **Competencies**

### **ACE-Ability**

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

### **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

### **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

### **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