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| Job Title: | Community Services Coordinator |
| Function: | Operations |
| Reports to: | Community Services Manager |
| Last review date: | March 2018 |

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust

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.

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.

Key Dimensions of the Position

Responsible for: Community Services and this may involve supervision of staff

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

External:

- Regional community agencies
- TLAs, other NGOs
- Parenting Facilitators
- Plunket Clients/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 fundraising 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
- 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

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.

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

Qualifications and Background

The Community Services Coordinator will ideally possess the following technical skills/knowledge and personal attributes:

Knowledge, Skills and Experience (including Technical Competencies)

Skills & experience

- 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 licence

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

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Community Services Coordinator

Date

Community Services Manager

Date