

Job Title:	Volunteer Home Visiting Coordinator
Function:	Community – Service Delivery
Reports to:	Community Support Coordinator Team Leader
Last review date:	September 2011

He huanui orange 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 Team

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

To implement the Volunteer Home Visiting programme in the local area and to manage the day-to-day running of the service. To respond to the needs of the community and recruit, supervise and inspire volunteer home visitors to provide support to parents and families. To strengthen and expand the local volunteer worker network.

Key Dimensions of the Position

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:

- Whānau Āwhina Volunteers
- Registered Nurses
- Kaiāwhina
- Administration Staff
- National Advisors
- National Educators
- Clinical Nurse Consultants
- Community Services team

External:

- External Agencies
- Other Well Child / Tamariki Ora Nurses

Key accountabilities

Responsibilities

- Effective management of the Area's volunteer visiting programme
- Perform assessments for newly referred families and in partnership set goals
- Match families to volunteer workers
- Manage the recruitment and orientation of volunteer workers
- Oversee and facilitate training and supervision for volunteer workers
- Review the effectiveness and quality of service delivery
- Coordinate with service delivery staff and other referral agencies
- Ensure communication and reporting standards are met
- Work within organisational policies and procedures
- Active promotion of the Volunteer Home Visiting programme.

- Support the development and implementation of projects and activities as identified in the Business Plan
- Roll out and coordinate the Volunteer Home Visiting service as identified in the area business plan

Outcomes

- Systems and processes are in place to promote good business practice
- Client needs are met
- Issues are dealt with effectively
- Well supported, strengthened and expanded volunteer network
- Volunteer workers deliver a quality service and work within organisational policies and the parameters of the role
- Well functioning, professional relationships with volunteer workers service delivery kaimahi and community groups
- Improved social cohesion within a community
- Volunteer Home Visiting programme's profile is high in the local community.

Health & Safety

- Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities
- Understand the responsibility individuals and their manager play in health and safety
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identify and report 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 role will ideally possess the following technical skills/knowledge and personal attributes:

Technical Skills

- Experience in process development and administration
- Proficient in Microsoft Word
- Experience in programme management an advantage.

Experience

- Knowledge and experience working within the health, volunteer or community sector
- An effective leader with experience networking, training, coordination, supervision and assessment

Skills

- Able to engage with a wide range of internal and external stakeholders to build and maintain effective working relationships
- Ability to problem solve and achieve programme goals and objectives
- Demonstrates sensitivity and an ability to interact with people from diverse ethnic and socioeconomic backgrounds
- Active listening skills, ability to explore and clarify information

Competencies

Whānau Āwhina Plunket's competency model is made up of three dimensions of personal behaviour – Connection, Adaptability and Emotional Maturity.

Connection to Whānau Āwhina Plunket's Direction

- Has a high level of energy and commitment to achieving Whānau Āwhina Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice

Adaptability

- Thinking
 - Is comfortable with complexity and can think beyond the operational
 - Can look beyond face value to see possibilities from different angles and viewpoints
 - Keeps perspective
 - Accepts and able to work with ambiguity and change
- Interpersonal
 - Is committed and capable of initiating and broadening professional and social networks
 - Holds courage to face and deal with difficult people and issues

Emotional Maturity

- Is non-reactive and objective
- 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.

Role title

Date

Manager role

Date