

Job Title:	Community Services Coordinator
Function:	Community Services
Reports to:	Community Services Manager
Last review date:	November 2025

He huanui orange mo ngā mokopuna whakatipuranga roto i ngā hāpori 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.

As a Tangata Tiriti organisation we are guided by the articles of Te Tiriti o Waitangi. We are committed to building strong and respectful relationships with Māori communities. We include Māori worldviews in our decision-making processes to ensure that our actions are aligned with Māori aspirations for Hauora. This is reflected in our policies, processes, structures and governance.

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 tipuna, 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 Community Services Team

The Community Services team is a vital part of the wider Service Delivery function, which brings Whānau Āwhina Plunket's trusted support to tamariki and whānau across Aotearoa. We work alongside our clinical colleagues, volunteers, and community partners to strengthen whānau and community wellbeing and help families achieve their aspirations.

Our team supports the delivery of local, regional, and national initiatives that help tamariki and whānau to thrive. We connect community needs, insights, and opportunities with Plunket's national direction, ensuring services are meaningful, welcoming, and responsive, particularly for our priority populations. Together, we are building a legacy of care, connection, and equitable outcomes that will support whānau for generations to come.

We prioritise tamariki and whānau experiencing the greatest inequities. This includes Māori, Pacific, Asian and rural families to ensure our services reach those who need them most. Our priority populations are central to our service design and are reflected in our key performance indicators, ensuring our work remains focused on improving equity and outcomes where they matter most. Our team uses internal insights, local data, and community feedback to guide targeted, culturally grounded service delivery that responds to whānau aspirations.

We lead and support a diverse range of programmes, events, services, and activities that foster deep connection with local communities. We work collaboratively to understand local needs and respond through innovative projects, strong partnerships, and meaningful volunteer involvement.

Volunteers play a vital role in extending Plunket's reach and strengthening our connection to communities. They lead and support local programmes and activities, bringing passion and lived experience to their mahi. Our paid Community Services kaimahi provide leadership and structure by recruiting, preparing, and supporting volunteers, ensuring roles are clear and safe, and creating environments where volunteers feel valued, confident, and set up for success. Together, we uphold Plunket's commitment to whānau-centred support and equitable access.

Purpose of the Position

At Whānau Āwhina Plunket, thriving tamariki, whānau, and communities are at the heart of everything we do. The Community Services Coordinator plays a key role in making this happen by connecting people, resources, and opportunities that support wellbeing and belonging.

Although typically the only Community Services Coordinator in their geographic area, each coordinator is part of a wider regional team, working collaboratively with regional Community Services peers and local clinical colleagues to understand local needs and help shape services that are relevant, effective, and aligned with Plunket's national goals.

Guided by our Te Tiriti o Waitangi commitments and equity journey, the Community Services Coordinator ensures our community services are inclusive, accessible, and shaped by the voices and aspirations of our priority populations.

A key part of this mahi is recruiting, nurturing, and supporting our volunteer workforce, recognising that while paid staff are responsible for leadership, coordination, and quality assurance, volunteers are at

the heart of local delivery, bringing their time, relationships, and community insight to extend Plunket's reach and impact.

By building trusted relationships and fostering collaboration, the Community Services Coordinator supports local solutions that reflect community personality while staying connected to Plunket's national direction and shared purpose.

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:

- Community Services Managers
- Community Services Team Leaders
- All other Community Services kaimahi
- Clinical kaimahi
- Fundraising and Grants team
- Communications and Stakeholder Engagement team
- Administration team leaders
- Plunket Volunteers
- PlunketLine

External:

- Iwi, Hapū and Marae
- Local community organisations
- Territorial Local Authorities
- Government agencies
- Volunteer Centres
- Local Community Networks
- Parenting Support Organisation and Networks
- Parenting facilitators
- Plunket Clients / Members of the Public
- Plunket Partners
- Priority population services and networks

Key accountabilities

Understanding and working with communities

- Builds deep meaningful and respectful understanding of the communities we serve, recognising their diversity, strengths and aspirations
- Embeds Whānau Āwhina Plunket's Te Tiriti o Waitangi commitments and equity journey, in how community needs and opportunities are identified and addressed
- Draws on both local knowledge and data insights to identify trends, inform priorities and guide decision-making for community programmes and initiatives
- Applies this understanding to ensure services, partnerships and volunteer activities are meaningful, inclusive and responsive to whānau and community priorities
- Collaborates with clinical colleagues and community partners to assess needs and develop community responses that align with our Te Tiriti commitments and equity journey
- Provides recommendations to relevant Community Services Manager on possible new initiatives, providing sound rationale, to be endorsed and approved by leadership.

Relationship Management and Collaboration

- Builds and maintains strong, respectful relationships across Whānau Āwhina Plunket teams, volunteers, iwi, hapū, community organisations and other partners
- Collaborates effectively to design and deliver initiatives that reflect our Te Tiriti commitments, uphold our equity journey and respond to the needs of local communities
- Acts as a connector between our national direction and local delivery, ensuring consistent communication, alignment and shared understanding
- Represents Whānau Āwhina Plunket positively and professionally in all interactions, fostering trust and collaboration to achieve better outcomes for tamariki and whānau

Volunteer Engagement and Support

- Recruits, supports and empowers volunteers to contribute meaningfully to Whānau Āwhina Plunket's community services and Kaupapa
- Builds an inclusive and supportive volunteer culture that recognises the unique strengths and motivations of each volunteer
- Provides clear communication, guidance and development opportunities to ensure volunteers feel valued, informed and equipped to succeed
- Aligns volunteer activity with our Te Tiriti commitments and equity journey, ensuring our volunteer workforce reflects and supports the communities we serve
- Works collaboratively with internal teams to ensure volunteers are safely and effectively integrated into Service Delivery, helping extend our reach and impact
- Supports the development of and assists 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.

Programme Coordination and Delivery

- Coordinates the planning and delivery of Whānau Āwhina Plunket community programmes and initiatives, ensuring alignment with national direction while allowing for local relevance and personality
- Supports and enables volunteers to lead programme delivery, providing guidance, resources and encouragement to help them succeed
- Uses national programme guides and frameworks to ensure consistency, quality and safety, while adapting approaches to meet the needs and strengths of local communities
- Works collaboratively with internal teams and community partners to promote participation, inclusiveness and outcomes that reflect our Te Tiriti commitments and equity journey
- Monitors participation, feedback and outcomes to identify opportunities for continuous improvement and shared learning across regions
- Ensures programmes are designed and delivered in ways that remove barriers to access, amplify community strengths and advance equitable outcomes for priority populations

Continuous Improvement and Reporting

- Contributes to a culture of learning and continuous improvement within Community Services
- Collects and analyses feedback, participation data and community insights to understand what's working well and where improvements can be made

- Shares local learnings and success stories to inform national planning and strengthen consistency across regions
- Prepares timely and accurate reports, reflecting outcomes, challenges and opportunities for growth
- Applies findings to improve service delivery and strengthen alignment with our Te Tiriti Commitments and equity journey, ensuring our mahi continues to evolve to meet the needs of tamariki, whānau, and communities
- Uses evidence and data to track progress towards equitable access, participation and outcomes across communities

Operational, Event, and Communications Support

- Contributes to the smooth running of Plunket's community operations through active involvement in local, regional, and national initiatives and events
- Supports and participates in fundraising activities, ensuring alignment with Plunket's values and community focus
- Coordinates and supports the local hire of Plunket venues and rooms, maintaining strong relationships with hirers and ensuring spaces are used safely and effectively
- Provides logistical support for local and regional events, including planning, setup, promotion, and on-the-day coordination and presence
- Supports local social media and communications activity, helping to share stories, promote events, and celebrate community successes in line with Plunket's national communications guidance
- Ensures all communications, promotional materials, and community-facing activities align with Whānau Āwhina Plunket's brand standards and guidelines, maintaining a consistent and professional presence across all platforms.
- Participates in community and organisational events outside of normal business hours when required, ensuring Plunket maintains a visible, professional, and community-connected presence
- Works collaboratively with colleagues, volunteers, and community partners to ensure all operational and communications activities reflect Plunket's Te Tiriti commitments and equity journey, and contribute to the wellbeing of tamariki, whānau, and communities

Health & Safety

- Manages own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensures own and others' safety at all times and observe health and safety practices in all workplace activities
- Understands 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
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies 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

Values and Personal Qualities

- Demonstrates a strong commitment to Whānau Āwhina Plunket's purpose, values and Kaupapa
- Actively models equity, inclusion and cultural responsiveness in all interactions
- Respects and values Te Tiriti o Waitangi with an understanding of how this applies in every day work
- Builds trusted relationships through warmth, empathy, integrity and effective communication
- Self-motivated, adaptable, and able to work both independently and collaborative as part of a geographically dispersed team
- Brings a solutions-focused mindset, showing initiative and resilience in a dynamic environment

Knowledge and Understanding

- Understanding of community development and how it supports whānau and Tamariki wellbeing
- Knowledge of local community networks, iwi, hapū and agencies, with the ability to build relationships that support collaborative outcomes
- Understanding of equity in practice, including barriers to access and participation for priority populations, and ways to address them
- Awareness of volunteer engagement principles and the factors that motivate and sustain volunteer involvement
- Familiarity with programme coordination and community-based event delivery
- Understanding of the social determinants of health and the importance of holistic, whānau-centred approaches

Skills and Abilities

- Strong interpersonal and communication skills, with the ability to engage confidently across diverse communities and settings
- Ability to coordinate multiple activities effectively including planning, logistics, communication and evaluation
- Proficiency in relationship management and collaboration across teams and organisations
- Confident in recruiting, supporting and guiding volunteers, fostering inclusion and belonging
- Able to use data and insights to inform planning, measure outcomes, and identify improvement opportunities
- Competent in digital tools including Microsoft 365, Teams and social media to support coordination and communication

Experience

- At least two years' experience in community services, coordination or development roles within a not-for-profit, social services or health-related organisation
- Experience building and maintaining effective relationships with communities, volunteers and partner organisations
- Experience supporting or leading community initiatives, programmes, or events
- Experience applying equity and Te Tiriti principles in practical, community-facing contexts
- Fundraising, communications, or promotional experience would be an advantage

Other requirements

- Current Full drivers licence.

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

Role title

Date

Manager role

Date