

Job Description – Project Coordinator

Job Title:	Project Coordinator
Function:	Corporate Services
Reports to:	Senior Project Manager
Last review date:	October 2023

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.

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 Service Delivery Team

The Corporate Services function is responsible for the effective and efficient functioning of Plunket's corporate services, including People Services, Information Technology, Finance, Commercial, Funding

Partnerships & Brand, Communications, Risk & Assurance, Internal Audit, and Performance Reporting. The Improvement and Digital team exists to own the end to end improvement life cycle including delivery of the Digital Strategy.

The team works closely with business leaders to understand problems and opportunities, and to consult with and advise leaders. The team will have, or will manage, the delivery capability required to deliver customer-centric, quality solutions in a timely manner

Purpose of the Position

As a Project Coordinator, you will support the Senior Project Manager in establishing a culture of delivery and transparency throughout the organisation, and with a particular focus on supporting key stakeholders throughout a project's lifecycle.

Project Coordinator responsibilities include working closely with our Project Manager to prepare comprehensive action plans, including resources, timeframes and budgets for projects. You will perform various coordinating tasks, like schedule and risk management, along with administrative duties, like maintaining project documentation and handling financial queries.

Ultimately, the Project Coordinator's duties are to ensure that all projects are completed on time, within budget and meet high quality standards. In doing so, you will analyse, advise, and influence how we can adapt to a health sector that is changing globally and nationally, incorporate what is considered best practice, and ensure any changes are contributing to Whānau Āwhina Plunket's strategy to achieve equity by 2025.

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:

- Head of Improvement & Digital
- Principal Operations Advisor
- Improvement Manager
- General Managers
- Chief Nurse
- Clinical Nurse Consultants
- Frontline Leaders & Kaimahi
- Business Analysts
- Ringa Raupā Roopu

External:

- DHBs where relevant
- Iwi and Māori organisations
- Tertiary providers and stakeholders as appropriate
- Plunket Clients / Members of the Public

Key accountabilities

Project Delivery

- Coordinate project management activities, resources and information

- Providing support and information to project managers, key stakeholders and business leaders when requested
- Advocacy for best practices and foster a growing maturity of those within the organisation
- Develop in-depth understanding of project scope and particulars i.e., timeframes, financials, outcomes
- The creation and reviewing of thorough project documentation and reports
- Break projects into doable actions, set timeframes and assign tasks to internal teams.
- Monitor project progress and proactively escalate any risks or issues that need attention in a timely manner
- Act as the point of contact and communicate project status to all participants

Relationship Management

- Maintaining key relationships with internal and external stakeholders relevant to the identification and implementation of improvement initiatives
- Able to have difficult conversations, and challenge thinking and behaviours in a respectful manner to ensure the right outcome for the organisation, while also maintaining the relationship
- 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

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

Experience, knowledge, and skills (including Technical Competencies)

- A Bachelors Degree or relevant experience working in a complex organisation delivering front line services
- At least three - five years work experience as a Project Coordinator or similar experience
- Experience in project management, from conception to delivery
- An ability to prepare and interpret documentation, schedules and step-by-step action plans
- Solid organisational skills, including multitasking and time-management
- Strong client-facing and teamwork skills
- Familiarity with risk management and quality assurance control
- Hands-on experience with project management tools (e.g. Monday.com or Trello)
- PMP / PRINCE2 certification is a plus
- Knowledge of management and governance practices in the health sector
- Knowledge of Microsoft 365 tools (e.g. Word, Excel, PowerPoint)

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.

Role title

Date

Manager role

Date