



Safer Mid Canterbury Hakatere Haumaru

Together we're safer ♦ Me uru kahikatea

Position:	Senior Citizens Service Co-ordinator
Location:	The offices of Safer Mid Canterbury
Hours of Work:	20 Hours per week
Date Issued:	July 2023
Reports to:	Family & Community Services Team Leader – Safer Mid Canterbury
Direct Reports:	Volunteers
Purpose:	<p>To coordinate and facilitate the services provided to our Senior Citizen members, including coordinating activities, co-ordinating Total Mobility, advising on access to other services and advocating for our members when required.</p> <p>To coordinate our volunteers to provide the services to our members.</p>

Functional Relationships:

Internal to Safer Mid Canterbury:

- ❖ General Manager
- ❖ Family & Community Team Leader
- ❖ Safer Mid Canterbury Board (including Board Chair and Trustees)
- ❖ Safer Mid Canterbury Advisory Committees
- ❖ Safer Mid Canterbury Staff
- ❖ Volunteers

External to:

- ❖ Key stakeholder groups
- ❖ Ashburton District Council
- ❖ NGOs
- ❖ Local and central government departments
- ❖ Funding providers
- ❖ Iwi, hapu and Māori Community Organisations
- ❖ Community at large (including individuals, groups and organisations)

Key Functions:

Key Accountability	Standards/Achievements
Total Mobility and Membership	<ul style="list-style-type: none"> • Coordinate total mobility assessments for clients. • Follow up on progress as required. • Undertake administration duties as required, including requesting membership cards, etc. • Sit on the Ashburton Total Mobility committee.
Client Assistance	<ul style="list-style-type: none"> • Recruit new members, maintaining and updating member databases. • Conduct and/or coordinate regular home visits with our members. • Support and advocate for members as requested or required. • Work with families for positive outcomes. • Attend meetings or appointments with members, as requested (e.g. WINZ, Housing NZ, lawyers). • Coordinate and facilitate the Foodbank Canterbury donations, giving out food parcels on Tuesdays and Thursdays each week.
Service Navigation	<ul style="list-style-type: none"> • Maintain a comprehensive knowledge of the services available to members. • Determine what services would best assist clients. • Refer clients to services as appropriate.
Administration	<ul style="list-style-type: none"> • Undertake general office tasks such as: <ul style="list-style-type: none"> ○ Receiving and making calls ○ Word processing ○ Filing • Provide research services with information. • Make appointments as needed. • Recommend funding avenues and, with the support of the committee, complete funding applications as requested. • Complete board meeting reports 5 days prior to meeting and send to secretary. • Attend board meetings. • Keep records of clients and client interactions on our client management system, Puaa.
Volunteer Staff Coordination	<ul style="list-style-type: none"> • Coordinate and manage the volunteer groups and individuals, rostering them as necessary to provide services. • Ensure necessary processes (such as police checks and reference checks) have been undertaken before volunteers commence their work.

	<ul style="list-style-type: none"> • Maintain positive working relationships with each of the volunteers. • Arrange suitable training for volunteers. • Maintain volunteer information.
Activity Coordination	<ul style="list-style-type: none"> • Organise activities for members, including but not limited to: <ul style="list-style-type: none"> ○ Activity days ○ Social outings ○ Van trips • Organise and facilitate regular meals and luncheons at various venues (e.g. RSA and Speights Ale House)
Networking and Community Engagement	<ul style="list-style-type: none"> • Organise, facilitate and lead bi-monthly Community House Mid Canterbury (CHMC) network meetings • Attend community and agency meetings as invited (e.g. Kāinga Ora NZ and He Waka Tapu). • Be involved in Mid Canterbury suicide prevention activities, including the network charter Lives Worth Living. • Establish and maintain appropriate professional relationships with key stakeholders and forums. • Strengthen relationships and structures to support collaboration across local agencies.
General	<ul style="list-style-type: none"> • Other duties as requested by the general manager
Health and Safety	<ul style="list-style-type: none"> • Ensure that your volunteers comply with health and safety policies and legal requirements (Safer Mid Canterbury have a separate health and safety officer). • Ensure any hazards are identified, eliminated or controlled and reported on immediately. • Ensure any accidents or near misses are reported and recorded immediately. • Personally observe and follow company health and safety requirements. • Report any significant health and safety concerns or incidents to the health and safety officer.
Cultural Safety and Diversity and Commitment to the principle of Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Application of cultural competencies. • Understanding of how various populations require support to be delivered (this includes urban and rural differences). • Recognise Māori as tangata whenua. • Understand the importance of equal opportunity to healthcare access and outcomes from that service. This may require differing levels and types of service provision. • Respect, sensitivity, cultural awareness is evident in interpersonal relationships.

	<ul style="list-style-type: none"> • Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.
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I have read and understood the above Job Description and accept all of the above responsibilities incorporated herein.

Signed by _____

Senior Citizens Service Co-ordinator

____/____/____

Date

Signed by _____

Family and Community Services Team Leader - Safer Mid Canterbury

____/____/____

Date

PERSON SPECIFICATIONS

	Minimum	Preferred
Qualifications	<ul style="list-style-type: none"> • A Diploma pass or equivalent level of learning through experience in a field that furnishes them with the skills needed for a position of this type. 	<ul style="list-style-type: none"> • A university degree (Bachelor level) pass or equivalent level of learning through experience in a field that furnishes them with the skills needed for a position of this type.
Experience	<ul style="list-style-type: none"> • An understanding of the community sector and/or not-for-profit sector. • Demonstrated knowledge and experience in a field that furnishes you with the skills to work in this sector. • Experience in working in partnership with others. 	<ul style="list-style-type: none"> • A minimum of three years' relevant experience in community funded and/or not-for-profit sector of practice. • Demonstrated knowledge and experience in the social services sectors. • Experience in cross-agency collaboration. • Demonstrated experience leading projects. • Experience working with other cultures.
Skills/Knowledge/Behaviour	<ul style="list-style-type: none"> • Project management skills. • Ability to access and use available client management systems. • Well-developed interpersonal skills. • Strong listening skills and ability to draw together different ideas. • Excellent relationship building and management skills. • Well-developed written and oral communication skills, with the ability to 	<ul style="list-style-type: none"> • Advanced proven project management skills. • Proven interpersonal and relationship management skills, with the ability to relate with a wide range of people. • Excellent oral and written communication skills. • Ability to access and interpret relevant research. • Demonstrated networks with relevant stakeholders. • Demonstrated knowledge of quality systems and evidence-

	<p>communicate with a wide range of people and organisations (including media).</p> <ul style="list-style-type: none"> • Advanced communication and negotiation skills. • Excellent presentation skills. • Project report writing experience. • Time management skills. • Experience in using Microsoft based systems, such as Outlook and Word. 	<p>based practice.</p> <ul style="list-style-type: none"> • Demonstrated knowledge of private, public and voluntary resources in the community. • Ability to achieve complex outcomes delivering reports on time and within budgets. • Ability to plan and evaluate own work programme.
Personal Qualities	<ul style="list-style-type: none"> • Professional standard of dress and presentation. • Cheerful and friendly disposition. • Innovative, creative and flexible. • Team player with a can-do attitude. • Ability to work with minimum supervision. • Action-oriented. • Energetic and self-motivated. • A proven ability to prioritise competing demands. • Commitment to professional development. • Proven to be a self-starter and have an ability to motivate others. • Sensitive to and have a commitment to cultural awareness and its application in practice. • A current full drivers licence. 	

CONDITIONS OF APPOINTMENT

Senior Citizens Service Co-ordinator

Hours of Work:	<p>Your ordinary hours of work will be 20 hours per week. Due to the nature of the position, some flexibility in hours will be required. However, hours will generally be worked Monday to Friday inclusive.</p> <p>On occasion there may be the need to work outside of what might be considered ordinary working hours, e.g. attending meetings or events in the evenings or on the occasional weekend.</p>
Remuneration:	Salary package to be negotiated with preferred candidate.
Place of work:	The staff member will work from our main office, based at 255 Moore Street, and will also need to spend time working out in the community visiting clients. There will be the need to travel on occasion to other locations outside our district (Safer Mid Canterbury provide fleet vehicles for visiting and travel).
Other conditions of appointment:	Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000 and its amendments, other Acts which govern employment, and an Individual Employment Agreement.