



POSITION DESCRIPTION

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

Position:	SupportLink and Frankton Court Coordinator
Location:	Wakatipu SupportLink Office and Frankton Court
Objectives of the Position:	To provide an effective, high quality and culturally sensitive service for older people in the Wakatipu community by coordinating village activities at Frankton Court and SupportLink services for Presbyterian Support Services Southland (Enliven).
Responsible for:	SupportLink Wakatipu Programme Frankton Court Retirement Village
Responsible to:	As this position has two functions, there are two reporting lines - Manager Community Services (Support Link); and - Pastoral Care and Villages Manager (Frankton Court)
Functional Relationships:	Chief Executive Quality Manager Manager Enliven Projects and Operations Marketing and Communications team Property and Procurement Manager Community Services team Administration Central Office Directors PSSRV Ltd Health and Aged Care providers

Family Works staff in region
Clients and their family/caregivers
Volunteers
Donors

Hours

Minimum 15 hours per week

KEY TASKS AND PERFORMANCE MEASURES

Key Tasks	Performance Measures
1. To co-ordinate, administer and maintain Presbyterian Support Services in the Wakatipu region – (Frankton Court and SupportLink)	<ul style="list-style-type: none"> • Keep accurate and up to date client records • Organise regular client events • Provide monthly reports to the Manager Community Services and Pastoral Care and Villages Manager • Maintain client database of services provided. • Undertake annual client surveys
2. To provide support for older people who are referred to the SupportLink service	<ul style="list-style-type: none"> • Ensure contact is made with client within two weeks of referral • Accept referrals and assess clients, ensuring that their needs relate to the service(s) offered and assist them in making choices that maintain their sense of responsibility and independence.
3. To establish, train and support SupportLink volunteers in their role	<ul style="list-style-type: none"> • Recruit appropriate volunteers • Ensure that all applicants complete Enliven's volunteer recruitment process • Facilitate the initial volunteer training programme • Organise regular support and supervision and provide opportunities for ongoing training
4. To maintain a high positive profile in the community	<ul style="list-style-type: none"> • Liaise and network with other social service agencies • Promote Frankton Court and the SupportLink programme through public speaking engagements and media campaigns, in conjunction with the Marketing and Communications Manager • Assist with opportunities to obtain funding for SupportLink services
5. To assist in the promotion of Frankton Court as a lifestyle choice to potential residents and their families	<ul style="list-style-type: none"> • Welcome new residents to Frankton Court and Village life. Ensure that their needs relate to the service offered and assist them to make choices that maintain their sense of responsibility and independence • Support residents and/or their families in the relocation to or from Frankton Court.
6. To comply with the Retirement Villages Act 2003 and the Code of Practice 2017 at all times	<ul style="list-style-type: none"> • Ensure that units are maintained to a suitable standard. • Ensure that needs/improvements are identified and that

	recommendations/requests are made to the appropriate manager as per protocol
7. To provide support to residents living in Frankton Court	<ul style="list-style-type: none"> • Encourage residents to remain as independent as possible • Assist with identifying clients needs and if applicable refer to the appropriate community based agency • Encourage client to retain/access links that are part of the wider community • Facilitate ongoing assessment and review.
8. To comply with health and safety requirements of the Health and Safety at Work Act 2015 and with Presbyterian Support Southland policies and procedures.	<ul style="list-style-type: none"> • Model health and safety behaviours, taking a personal interest in and demonstrating a commitment to health and safety of those living, working and visiting the site. • Maintains a safe environment for staff and residents ensuring people know and comply with applicable Health and Safety procedures. • Ensures hazard register is up to date and controls are regularly monitored. • Ensures all incidents or near misses are recorded promptly and investigated consistent with incident investigation procedures. • Ensure notifiable events that must be reported to external agencies are reported to the Manager.
9. To maintain own professional development	<ul style="list-style-type: none"> • Undertakes ongoing professional learning/ development as appropriate.
10. To carry out other reasonable duties consistent with the requirements of the position in consultation with the manager/s	

Key qualifications and experience:

- Experience in working with older people
- Good communication skills
- Current full driver's license
- Motivated and have the ability to work independently
- Ability to facilitate activities that will foster and empower older people to enjoy associating with their peers but maintaining their independence when appropriate.
- Focus on and commitment to delivering a top quality service
- Ability to plan and prioritise work
- Have a working knowledge of the Retirement Villages Act and the Code of Practice 2017
- Ability to liaise and work with key staff and maintenance contractors in a co-operative manner
- Commitment to the values of Presbyterian Support Southland /Enliven
- Flexibility in hours of work
- Available on call

Skills:

- **Analytical thinking** – Well developed analytical and interpretative skills. Excellent literacy skills, report preparation and delivery
- **Commitment / personal accountability** - Quality improvement focused. Ability to be innovative, to question the status quo and to adapt to change. Has a high standard of personal integrity and professionalism. Displays confidentiality, trust and discretion in all matters dealt with. Is self motivating and self managing and can be flexible with hours of work.
- **Decision Making /problem solving** – Flexibility and willingness to commit to the delivery of results. Able to exercise judgement in problem solving
- **Interpersonal relations** – Highly developed interpersonal and relationship skills. Interacts and communicates effectively with others at all levels in order to advance the work of PSS. Work as part of an overall team and be a “team player”. Confidential and trustworthy. Positive “can do” attitude
- **Ability to organise** – Have a systemic approach that leads to the thorough and organised successful completion of tasks and projects
- **Professional /Technical expertise** – Demonstrates a high level of competence. Forms opinions and conclusions that are sound and well founded. Excellent eye for detail with a focus on and commitment to delivering a top quality service. High standard of personal presentation. Ability to learn and adapt new skills

Knowledge:

- **Computer Literacy** - demonstrated ability to utilise technologies relevant to the position
- Cultural awareness -Bi Cultural awareness and the ability to adhere to the principals of the Treaty of Waitangi
- **Legislation** - Have a working knowledge and understanding of the Privacy Act, the Health and Safety at Work Act 2015 and the Retirement Villages Act 2003 and Retirement Villages Code of Practice 2017

_____ (Position Holder)

_____ (Manager)

_____ (Date)