

## 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 PURPOSE AND PRIMARY OBJECTIVES

**Position:** SupportLink Coordinator

**Location:** Invercargill

**Reports to:** Community Services and Supported Living Manager

**Key Relationships:** SupportLink Coordinators – Gore and Wakatipu  
Village Liaison / Coordinators  
Care Home Activities staff  
Community Agencies (e.g. Age Concern, Volunteer South)

**Purpose:**

To develop and support Presbyterian Support Southland's services to older people in our community and strengthening the relationship between Presbyterian Support Southland and other relevant community agencies.

**Primary Objectives:**

- Coordination and delivery of the SupportLink service
- Recruitment, screening and placement of community and care home volunteers
- Building relationships with other aligned community agencies
- Providing a link between the SupportLink clients and Presbyterian Support Southland's other aged care services as appropriate
- Maintaining accurate database records of our volunteers
- Recording and reporting on activities undertaken, including annual service reviews and surveys
- Providing relevant information for audit, compliance and grant accountability reporting

<b>Key Responsibilities</b>	<b>Expected Outcomes / Deliverables</b>
<b>Delivery of SupportLink Services</b>	<ul style="list-style-type: none"> <li>• Undertake the recruitment and selection of volunteers using the defined process</li> <li>• Follow up on client referrals within two weeks of receipt</li> <li>• Screening and assessment of clients including a risk and hazard assessment of the clients home</li> <li>• Ensure that expectations of the what the service delivers is clear with the client and volunteer</li> <li>• Match volunteers with clients</li> <li>• Monitor and follow up on new matches to ensure that both parties are comfortable with the arrangement</li> <li>• Coordinate and deliver initial volunteer induction ensuring that volunteers are aware of their rights and responsibilities</li> <li>• Deliver regular refresher training for volunteers – a least once per year</li> <li>• Provide opportunities for volunteers to network with each other</li> <li>• Maintain regular contact with volunteers e.g. newsletters, phone calls</li> <li>• Provide support and direction to volunteers as may be needed</li> <li>• Maintain the Infoodle database records for your volunteers and clients</li> </ul>
<b>Total Mobility Assessments</b>	<ul style="list-style-type: none"> <li>• Completion of the Total Mobility Assessor training</li> <li>• Liaising with Local Council scheme manager as required for complex cases</li> <li>• Completion of total mobility assessment and reviews as requested within required time frames</li> </ul>
<b>Promotion of SupportLink Services</b>	<ul style="list-style-type: none"> <li>• Networking and liaising with other relevant agencies</li> <li>• Presentations to external groups on the SupportLink service</li> <li>• Involved in advertising and promotional activities as may be required</li> <li>• Identify opportunities to expand the reach of SupportLink e.g. client group activities, coffee clubs</li> </ul>

<b>Reporting and Review of the Service</b>	<ul style="list-style-type: none"> <li>• Ensure the monthly reports/feedback is received from volunteers on activities being undertaken</li> <li>• Provide Area monthly reports and statistics</li> <li>• Alert management to any potential or actual health and safety concerns as identified</li> <li>• Carry out annual reviews of service delivery with clients and volunteers to ensure it continues to be appropriate</li> <li>• Provide other information as may be required for grant applications, accountability reporting and annual compliance reporting</li> </ul>
<b>Projects / Other</b>	<ul style="list-style-type: none"> <li>• Projects and other activities that from time to time may be agreed.</li> </ul>
<b>Expectations of all PSS Employees</b>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicate both orally and in writing in a manner which is clear, fluent and to the point, honest and open.</li> <li>• Convey messages in a credible way that holds the audiences attention, including readers and in group and one-to-one situations.</li> </ul>
<b>Client Focus</b>	<ul style="list-style-type: none"> <li>• Aware of and understands PSS mission and values and delivers services within this context.</li> <li>• Monitors and upholds high quality of service, working in a co-operative, respectful manner with colleagues, clients and wider community.</li> </ul>
<b>Self Determination</b>	<ul style="list-style-type: none"> <li>• Maintains a high level of drive with a positive attitude and enthusiasm towards hard work and meeting challenges.</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Works positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.</li> <li>• Is courteous and responsive.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Takes personal responsibility and accountability for own work performance, actions and behaviours.</li> <li>• Makes timely decisions and commits to clear courses of action.</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to accept things may have been done better not blaming other factors.</li> </ul>
<b>Self Improvement</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for own development and actively pursues learning and development opportunities.</li> <li>• Always strives to do better, to work hard and to the best of our ability.</li> </ul>
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>• Sets clear objectives, plans and organises work of self and team with defined action steps for achieving planned outcomes.</li> </ul>
<b>Problem Solving and Decision Making</b>	<ul style="list-style-type: none"> <li>• Analyses problems, breaks into core parts, investigates, evaluates and generates appropriate solutions.</li> <li>• Is positive and proactive and sees issues through to their conclusion.</li> </ul>
<b>Health and Safety</b>  <i>PSS is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>• All employees are expected to perform in accordance with the Health and Safety at Work Act 2015.</li> <li>• You are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b>  <i>PSS is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>

## Person Specifications

### Qualifications/Skills

- Computer Literacy - Competent user of Microsoft Office Products
- Full, clean NZ Drivers License
- Total Mobility/ Ride Wise assessor

### Experience/ Knowledge

- Have a passion for working with and supporting older people
- Previous experience in recruiting, recruitment, induction and managing volunteers
- Experienced at the coordination and delivery of group training
- Able to compile and prepare monthly and annual reports and service statistics as required
- Knowledge of Infoodle database is desirable
- Aged Care or social services experience preferred

### Personal Qualities

- Exceptional interpersonal and relationship building skills, a strong team player
- Inclusive and respectful others
- Excellent communication skills
- Empathic, friendly and approachable
- Self-motivated and highly organised
- Able to plan and prioritise tasks and works with autonomy
- Uses initiative and sound judgement to solve problems
- Trustworthy, discrete, professional and able to maintain confidentiality
- Positive attitude and committed to delivering high quality service

## Values

The foundation of our vision is our values.  
As an organisation we seek to live our five core values in everything we do.

#### **RESPECT MANAAKI**

Respect for our heritage

#### **COMPASSION AROHA**

Compassion with empathy

#### **FAMILY WHĀNAU WHĀNUI**

Celebration of family

#### **COMMUNITY IWI WHĀNUI/HĀPORI**

Communities that make a difference

#### **ACCOUNTABILITY WHAKATAU TIKA**

Holding ourselves accountable

\_\_\_\_\_ (Position Holder)

\_\_\_\_\_ (Manager)

\_\_\_\_\_ (Date)