



Position Description

Enliven Community Services Coordinator (0.6/0.75 FTE) (incl Dementia Mate Wareware HomeShare)

Christchurch and surrounding area

Reports to:	Enliven Operations Manager - Christchurch
Responsible to:	Enliven Operations Manager - Christchurch
Direct Reports:	HomeShare Hosts and van drivers

POSITION DESCRIPTION

The Enliven Community Services Coordinator position is an integral part of the Christchurch Enliven Team and will also work in collaboration with the Enliven Operations Manager and Day Programme Team Leaders to lead the HomeShare services as well as providing relief cover and contribute to innovative service delivery and community/stakeholder relationships.

The Enliven Community Services Coordinator role will effectively promote services, recruit, train and induct HomeShare hosts, provide support to host and volunteer teams and ensure they have the resources necessary to provide excellent customer service to HomeShare clients within the district.

One of the North Canterbury HomeShares is part of the Dementia Mate Wareware HomeShare pilot (background information below). This role will also hold responsibility for participating in and contributing to pilot activities and groups.

Background information about the Dementia Mate Wareware HomeShare Pilot

The Te Waipounamu (South Island) Dementia Mate Wareware HomeShare pilot is a Respite Care Initiative which is resourced as part of the Dementia Action Plan through Budget 2022 to begin testing improvements to support for people with Dementia Mate Wareware, their whānau and carers.

HomeShare is a day activity programme providing respite care for isolated older people. Programmes are delivered within private homes and include a maximum of 4 attendees per day creating an opportunity where they can be offered in rural and provincial centres and to meet the needs of particular groups.

A typical day in the HomeShare programme will involve:

- The delivery of appropriate recreational, diversional and social activities, according to the interests and priorities of the participants.
- A shared meal of main course and dessert.
- Use of technology aids will be used to support safety, such as in the case of participants who may 'Walk with Purpose'.
- Assistance with transport to and from the HomeShare venue will be provided if possible or required.

Key Relationships	Purpose of interaction
Internal Enliven Operations Manager Hosts, van drivers and volunteers Enliven day programme Team Leaders Regional Volunteer & Enliven ChCh HR Advisor Other North Canterbury colleagues	Communication and support Information sharing
External Care partners/whānau Te Whatu Ora staff Community Stakeholders Local Alzheimers Agency/Dementia Canterbury	Liaison Liaison Information sharing

KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
1. To coordinate and administer the functioning of the HomeShare services	• Develops and maintains functional consultative relationships with key stakeholders • All clients' needs are assessed, acted on where appropriate and evaluated in a manner ensuring their dignity and privacy are maintained at all times. • Each client referred will be assessed for suitability and 'fit' within all HomeShare programmes. • Accurate records pertaining to both clients and HomeShare hosts are maintained, and data entry is completed. • Necessary reports are completed within agreed timeframes • Liaising with community and customer groups to ensure service deliveries are up to date and relevant. • Identifying and investigating new opportunities for the service. • Client satisfaction survey requirements have been carried out • Participates in Audits of the HomeShare service on agreed criteria as part of HomeShare reporting and funding requirements.
2. Individual and Team performance	• Ensuring suitable staff, hosts and volunteers are recruited, trained and managed on an ongoing basis • Develops an effective working relationship with the Dementia Canterbury and participates in online hui and project developments for the Dementia Mate Wareware HomeShare pilot • Collaborates with other team members to achieve outcomes and positive team relationships • Participates in the wider Enliven and North Canterbury team • Provides support and leave cover to Day Programme Team Leaders in consultation with Enliven Operations Manager
3. Contribute to the preparation and delivery of therapeutic interventions and use of technology across Enliven sites.	• Plans and delivers Cognitive Stimulation Therapy (CST) groups for existing day programme clients and those on waitlists. • Carries out assessment and evaluation requirements for clients engaging in CST groups. • Support Day Programme Team Leaders with utilization of technology and other equipment intended to enhance the quality of activities and overall experience for service users. • Alongside Enliven Operations Manager supports liaison and planning of other complementary interventions, such as Music Therapy

4. Effective communication with all stakeholders	• Possesses and continues to develop specific knowledge and skills required to be confident supporting the HomeShare programme and also the Dementia Mate Wareware HomeShare. • Able to facilitate or lead group discussions and hui effectively • Expressing ideas effectively in individual and group hui situations • Supports Enliven Operations Manager in local networking and collaboration opportunities and relationships with relevant services and professionals
5. Provides leadership and Support to HomeShare hosts, volunteers and drivers	• Maintains regular contact with all HomeShare hosts either in person or using online forums • Provides support to hosts, drivers and clients with logistics relating to service delivery and in the event of illness or changes • Provides service cover if required due to urgent situations
6. Actively contributes to the sustainability of the services	• Protects and promotes the HomeShare programmes to ensure a positive reputation in the community • Is supportive of and actively contributes to promotional and marketing initiatives where required, such as providing client stories to the PSUSI Business Development Team (BDT). • Promotes volunteering as part of PSUSI's strategic sustainability and looks for opportunities for tasks and activities that could be carried out by volunteers
7. Stays up-to-date with advancements in field and has a focus on professional development	• Professional development opportunities are sought proactively for self e.g., dementia training and updates. • Development requirements are signaled in advance to line manager for approval • Maintains a good understanding of current best practice in field of work and is proactive about innovation and implementation relevant to service delivery • Preparation for and attendance at monthly 1-2-1 coaching sessions with the Homeshare Hosts • Meets objectives set as yearly evaluations and performance reviews
8. To continue to develop cultural practices which are inclusive of Māori cultural concepts, values, beliefs and practices, including commitment to the ongoing usage of Te Reo Māori.	• Continued commitment to the development and achievement of the Services cultural framework and sensitivity to the cultural needs of clients and hosts • Where appropriate seeks assistance on cultural matters either internally or externally • Where appropriate, combines the value of our Māori partners to ensure the underserved in our community have their needs met across social, cultural and economic sectors.

9. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	• Ensures that a safe and healthy working environment is maintained for self and others – promotes a safe and healthy working environment suggestion as no-one can ensure this is maintained at all times. • Actively contributes to a safety and well-being conscious culture and attends Health and Safety (H&S) meetings as required. • Complies with Health and Safety policies, regulations and legislation • Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly • Has knowledge and is able to apply emergency procedures as required
10. Attends to other duties as required	• Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of this position. Duties and responsibilities can be amended from time to time by Presbyterian Support Upper South Island with consultation.

PERSON SPECIFICATION

Qualifications

Essential	Desirable
	Relevant tertiary qualification in health-related discipline

Knowledge & Experience

Essential	Desirable
- Minimum of 4-years of experience working in the Health or Social Service sectors - Experience and a genuine interest in working with older people and an understanding of the range of opportunities and challenges influencing this group - Sound computer skills including the use of email, internet and Microsoft applications (Word/Excel/PowerPoint/Database) - Clean NZ Drivers License - Group facilitation experience - Networking and stakeholder management skills - Administration experience including meeting coordination and minute taking - Demonstrated ability to respect and adheres to confidentiality and professional boundaries	- Well established networks within the health sector to enhance outreach of information and connection. - Established community development perspective to progress issues for community outcomes and integrate these issues into the forums - Health qualifications or clinical background is an advantage.

Skills and Personal Attributes:

- Motivated and enthusiastic to make a difference
- Able to take responsibility, show initiative and is punctual and self-motivated
- Highly organised with the ability to prioritise and meet expected deadlines
- Ability to manage confidential information with responsibility and integrity
- Commitment to ongoing professional development
- Strong computer literacy and report writing skills
- Innovator who looks for opportunities to develop existing and new ideas for service delivery
- Ability to embrace and support others with new technology i.e. VR's
- Highly developed communication skills both oral and written
- Excellent interpersonal skills – ability to build rapport colleagues and stakeholders
- Coaching and people management skills
- Creative problem solving
- A commitment to high quality of work and professionalism
- Commitment to the mission and values of the service
- Openness to and enjoyment of diversity including differences in values, beliefs and cultural practices
- Understanding of the principles of the Treaty of Waitangi