



**Presbyterian  
Support**  
Upper South Island





## VISION (NGĀ MOEMOEĀ)

A just, compassionate and inclusive society.

## ABOUT US

Presbyterian Support is a charity, providing social services for whānau/families, youth, children and older people in Christchurch, Mid Canterbury, North Canterbury, Nelson, West Coast and Marlborough.

Our mission is to support children, young people, whānau, families and older people, to be safe, strong and connected.

## HOW WE WORK (OUR VALUES)

### Aroha

Giving unconditionally in words and actions to ensure others know they are loved and appreciated.

### Whakawhānaungatanga

The process of establishing links and making connections. Connecting to whānau or family, including work and client 'family'.

### Tikanga

Working in a way that aligns with correct procedure or custom. Understanding the right way to do things professionally and culturally.

### Kaitiakitanga

We are the guardians and protectors for the earth, our organisation, ourselves, and our clients. We respect and uphold the mana of others.

### Kotahitanga

Being unified in what we do and why we do it.

## OUR SERVICES



Our work is about empowering people to help themselves as they face the inevitable challenges of family life and to work with them so they can flourish. Family Works provides a range of support services, including:

- » Parenting support
- » Family dispute resolution
- » Social work, counselling and psychologist services
- » Social Workers in Schools
- » Mentoring
- » Youth Service
- » Budgeting advice



Enliven Positive Ageing Services helps older people to remain healthy, well and socially connected as they age.

We offer a range of services including:

- » Day activity programmes (Harakeke Club and Tōtara Club and HomeShare)
- » Counselling and social work
- » Falls prevention education
- » Elder Care Canterbury
- » Kaiāwhina
- » East Christchurch Kaumātua service
- » Health service navigation



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## Position Description

# HOMESHARE REGIONAL COORDINATOR

**Department:** Enliven

**Reports to:** Area Manager Enliven - Christchurch & Environs

**Responsible to:** Area Manager Enliven - Christchurch & Environs

**Direct Reports:** NA

### ROLE DESCRIPTION

The purpose of the HomeShare Regional Coordinator role is to effectively coordinate, manage staff and resources necessary to provide excellent customer service to HomeShare clients within the Christchurch region of Presbyterian Support Upper South Island.

Key Relationships	Purpose of interaction
<b>Internal</b> Area Manager Enliven – Chch & Environs Presbyterian Support Enliven staff	Communication & Support Information sharing
<b>External</b> CDHB staff Community Stakeholders	Liaison Liaison

## KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
1. To coordinate and administer the functioning of the HomeShare services	<ul style="list-style-type: none"> <li>• Develops and maintains functional consultative relationships with key stakeholders</li> <li>• All client's contracted needs are met in a manner ensuring their dignity and privacy are maintained at all times</li> <li>• Client satisfactory survey requirements have been carried out</li> <li>• Accurate records pertaining to both clients and HomeShare hosts are maintained</li> <li>• Necessary operating obligations to the various funding agencies are met</li> <li>• Reports are completed within agreed timeframes</li> <li>• Liaising with community and customer groups to ensure service deliveries are up to date and relevant.</li> <li>• Identifying new opportunities for the service.</li> <li>• Each client referred will be assessed for suitability and 'fit' within a HomeShare programme.</li> </ul>
2. Individual and Team performance	<ul style="list-style-type: none"> <li>• Ensuring suitable staff, hosts and volunteers are recruited, trained and managed on an ongoing basis</li> <li>• Actively participates in Presbyterian Support's supervision process</li> <li>• Participates in the development of team goals and plans</li> <li>• Collaborates with other team members to achieve outcomes and positive team relationships</li> <li>• Audits HomeShare service on agreed upon cadence as part of HomeShare reporting and funding requirements.</li> </ul>
3. Effective communication with all stakeholders	<ul style="list-style-type: none"> <li>• Parties understand the communication being given and received</li> <li>• Expressing ideas effectively in individual and group situations</li> <li>• Giving due consideration to the listener's need to ask questions and providing time to process information</li> <li>• Showing sincere interest and responding with empathy where appropriate</li> </ul>
4. Actively contributes to the sustainability of PSUSI services	<ul style="list-style-type: none"> <li>• Protects and promotes the PSUSI brand to ensure a positive reputation in the community</li> <li>• Is supportive of and actively contributes to fundraising and marketing initiatives where required, such as providing client stories to the Business Development team.</li> </ul>

<p>5. Stays up-to-date with advancements in field and has a focus on professional development</p>	<ul style="list-style-type: none"> <li>• Professional development opportunities are sought proactively for self</li> <li>• Development requirements are signaled in advance to line manager for approval</li> <li>• Competence and skill level is maintained to perform role to highest ability</li> <li>• Maintains a good understanding of current best practice in field of work and adapts accordingly</li> <li>• Preparation for and attendance at monthly 1-2-1 coaching sessions</li> <li>• Meets objectives set as annual performance reviews</li> </ul>
<p>6. To continue to develop cultural practices which are inclusive of Maori cultural concepts, values, beliefs and practices, including commitment to the ongoing usage of Te Reo Maori.</p>	<ul style="list-style-type: none"> <li>• Continued commitment to the development and achievement of PSUSI's cultural framework, Te Rauemi Atawhai</li> <li>• Where appropriate seeks assistance on cultural matters either internally or externally</li> <li>• Where appropriate, combines the value of our Maori partners to ensure the underserved in our community have their needs met across social, cultural and economic sectors.</li> </ul>
<p>7. Actively participates and contributes to Health, Safety &amp; Wellbeing in the workplace.</p>	<ul style="list-style-type: none"> <li>• Ensures that a safe and healthy working environment is maintained at all times – promotes a safe and healthy working environment suggestion as no-one can ensure this is maintained at all times.</li> <li>• Actively contributes to a safety and wellbeing conscious culture and attend H&amp;S meetings as required.</li> <li>• Complies with Health and Safety policies, regulations and legislation</li> <li>• Takes responsibility for own health and safety and ensures no action or inaction harms others in the workplace</li> <li>• Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly</li> <li>• Has knowledge and is able to apply emergency procedures as required</li> </ul>
<p>8. Attends to other duties as required</p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## PERSON SPECIFICATION

### Qualifications

Essential	Desirable
	<ul style="list-style-type: none"><li>Relevant tertiary qualification in health-related discipline</li></ul>

### Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"><li>Minimum of 2-years of experience working in the Health sector</li><li>Experience working with older people and an understanding of the range of opportunities and challenges influencing this group</li><li>Sound computer skills including the use of email, internet and Microsoft applications (Word/Excel/PowerPoint)</li><li>Group facilitation experience</li><li>Administration experience including meeting coordination and minute taking</li><li>Demonstrated ability to respect and adheres to confidentiality and professional boundaries</li></ul>	<ul style="list-style-type: none"><li>Well established networks within the Health sector to enhance outreach of information and connection.</li><li>Established community development perspective to progress issues for community outcomes and integrate these issues into the forums</li></ul>

### 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
- Excellent interpersonal skills – ability to build rapport colleagues and stakeholders
- Creative problem solving
- A commitment to high quality of work and professionalism
- Commitment to the mission and values of Presbyterian Support Upper South Island
- Openness to and enjoyment of differences in values, beliefs and cultural practices
- Understanding of the principles of the Treaty of Waitangi