



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



Presbyterian Support
Upper South Island

Position Description

TEAM LEADER - DAY PROGRAMME

Department: Enliven

Reports to: Area Manager
Responsible to: Area Manager

Direct Reports: Day Programme Assistants/ Facilitators
Enliven Drivers
Relievers

Responsible for: 4-6 employees
(*Note this number may vary depending on changing business needs)

ROLE DESCRIPTION

To coordinate and lead the day-to-day provision of the Enliven Day Programme and ensure a well-functioning team and the delivery of a quality day programme for older people that is responsive to their needs and values.

Key Relationships	Purpose of interaction
Internal Area Manager Enliven – Chch & Environs Day Programme employees (responsible for) Volunteer Coordinator Other PSUSI Day Programme Employees Other Enliven employees Volunteers	Support & communicate Lead, coach and coordinate Liaise Liaise Liaise Support and coordinate
External Clients & their whanāu Referrers Key stakeholders	Support & communicate Liaise Liaise

KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
1. Programme Planning and presentation	<ul style="list-style-type: none"> • Activities have been planned which enhance self-esteem and feelings of wellbeing for clients • Hands-on provision of activities in conjunction with Day Programme Assistants/Facilitators and volunteers as required • A wide range of programme ideas and activity resources have been sought and established • Provision of a warm, welcoming environment including coordination of meal service and support of clients • Coordinate employees and volunteers to effectively deliver a high-quality service • Liaises with other Day Programme leaders across the region to share ideas, resources and learnings
2. Administration of service including intake and discharge of client referrals	<ul style="list-style-type: none"> • Ensure all documentation for incoming clients is accurate, up to date and loaded onto the relevant database • Discharge procedures are completed for any exiting clients including notification and paperwork • Maintain an up to date list of current clients in the service including methods of payment and subsidies granted • Ensure monthly statistic returns and attendance records are completed for the Area Manager Enliven – Chch & Environs and Finance team • Respond to client or public complaints where appropriate and ensure all serious or persistent complaints are communicated to Area Manager for response as required
3. Leadership and coordination of resources including employees and site	<ul style="list-style-type: none"> • Ensure daily staffing levels are adequate including arranging cover for sick or annual leave as required • Ensures accurate completion of timesheets and provides these to the Area Manager Enliven – Chch & Environs in a timely manner • Ensure employees and volunteers adhere to PSUSI policy and procedure • To provide leadership, coaching and support to employees of the Day Programme including regular 1:1's and performance reviews for full-time and part-time employees and regular communication for relievers • Regularly meets with Area Manager to keep open communication regarding employees and services. • Contributes to decision-making regarding service priorities and changes. • Manages site team meetings to ensure clear communication and team building within the team. • Respond to employee concerns and conflict as required in conjunction with Area Manager Enliven – Chch & Environs • Provides clear, timely and sound HR practices for direct reports in conjunction with Area Manager and People, Culture & Wellbeing

	Manager including recruitment, training & development and support of disciplinary and performance issue resolution
4. Actively contributes to the sustainability of PSUSI services	<ul style="list-style-type: none"> • Protects and promotes the PSUSI brand to ensure a positive reputation in the community • Is supportive of and actively contributes to fundraising and marketing initiatives where required, such as providing client stories to the Business Development team.
5. Volunteer Supervision and Support	<ul style="list-style-type: none"> • Provides support, orientation, on-the-job training and guidance to volunteers to ensure they feel supported and valued for their contribution • Ensures safety, support and wellbeing of volunteers working in your team • Ensures volunteers duties and tasks are carried out in a safe and appropriate manner • Ensures professionalism and respect in all interactions with PSUSI volunteers • Works collaboratively with the Volunteer Coordinator & HR Support for interviewing of new volunteers and addressing any substantive issues
6. Stays up-to-date with advancements in field and has a focus on professional development	<ul style="list-style-type: none"> • Professional development opportunities are sought proactively for self • Development requirement are signalled in advance to line manager for approval • Competence and skill level are maintained to perform role to highest ability • Maintains a good understanding of current best practice in field of work and adapts accordingly. • Preparation for and attendance at monthly 1-2-1 coaching sessions • Meets objectives set as annual performance reviews
7. 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.	<ul style="list-style-type: none"> • Continued commitment to the development and achievement of PSUSI's cultural framework, Te Rauemi Atawhai • Where appropriate seeks assistance on cultural matters either internally or externally • 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.
8. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	<ul style="list-style-type: none"> • Ensures that a safe and healthy working environment is maintained at all times • Actively contributes to a safety and wellbeing conscious culture and attend H&S meetings as required. • Complies with Health and Safety policies, regulations and legislation

	<ul style="list-style-type: none"> • Takes responsibility for own health and safety and ensures no action or inaction harms others in the workplace • 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
9. Attends to other duties as required	<ul style="list-style-type: none"> • 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 within reason by Presbyterian Support Upper South Island.

PERSON SPECIFICATION

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Certificate in Health & Wellbeing (Level 4) 	

Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"> • A minimum of 3 years-experience working in a similar environment within the Health or Social Service sector • Demonstrated experience working with similar client base and an understanding of the range of opportunities and challenges influencing this group • Demonstrated experience in delivering group programmes and activities in a safe and supportive manner • Experience in coordination of resources and guidance for others • Sound computer skills including the use of email, internet and Microsoft applications (Word/Excel/PowerPoint) • Demonstrated ability to respect and adheres to confidentiality and professional boundaries 	<ul style="list-style-type: none"> • Experience in providing leadership and support to others • Experience in working with Maori and Pacifica

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
- Ability to manage stress and handle emotional situations while retaining empathy
- Able to make sound, informed decisions based on services available and client needs
- Excellent interpersonal skills – ability to build rapport with clients, colleagues and stakeholders
- Creative problem solving and change adaptive
- 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