

## Position Description – Community Services Coordinator

Position:	Community Services Coordinator	
Reporting to:	Community Practice Manager	
Business Group:	SILC	
Team:	SILS	
Location:	Tauranga	
Staff Responsibility:	Number of Direct Reports: Varies	Number of indirect reports: 0
Effective Date:		

### Our Purpose

Push the boundaries to ensure everyone has the opportunity to live a good life.

### Our Values

- Visionary - Planning the future with imagination and wisdom
- Inclusive - Assuming a community where everyone belongs
- Excellence - To be the best we can
- Wellbeing - Taking a holistic approach to the lives of people and our community

### Our Philosophy

The SILC Charitable Trust believes all people are valuable contributing members of their communities.

Communities need support to embrace all people to ensure their community is a place where everyone belongs.

### Our Greatest Imaginable Challenge

“To bring the principles of Enabling Good lives to life in their entirety”

#### The “Enabling Good Lives” Principles

*“Self Determination”*

*“Beginning Early”*

*“Person Centred”*

*“Ordinary Life Outcomes”*

*“Mainstream First”*

*“Mana Enhancing”*

*“Easy to Use”*

*“Relationship Building”*

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### Position Purpose

The Community Services Coordinator (CSC) is responsible for ensuring a quality service is provided to SILC’s customers and their families.

The CSC will develop and lead a team of Community Support Workers that ensures innovative, customer driven assistance, ensuring all engagement with customers, their family/whanau and the community is coherent with SILC’s purpose and the Enabling Good Lives principles.

### Key Relationships

External	Internal
People we support (our customers)	Community Support Workers
Customer families/whanau and advocates	General Manager
Community organisations	Service Leadership Team
Funding providers	All Line Managers across the Group

### Key Accountabilities

Partnering with our Customers	<ul style="list-style-type: none"> <li>• Partner with the person and their family to develop person centered outcomes, in liaison with the Community Support Workers and Community Practice Manager.</li> <li>• In partnership with a person and their family/whanau develop plans that are aspirational and meet organizational standards around documentation.</li> <li>• Ensure all people we support have intentional safeguards in place</li> <li>• Ensure SILC delivers on the agreed outcomes for the person</li> <li>• Report regularly to the Community Practice manager about progress against agreed outcomes.</li> <li>• Develop a process so that people and their families/whanau can provide feedback on the support they receive from SILC.</li> <li>• Ensure regular and effective communication with people we support and their family/whanau and advocates.</li> <li>• Escalate concerns as necessary.</li> <li>• Seek to resolve any concerns the person may have as quickly and effectively as possible.</li> </ul>
People leadership	<ul style="list-style-type: none"> <li>• Create a team environment that fosters and develops effective working relationships and high performance.</li> <li>• Build a strong and effective team capable of providing services that are reflective of the needs of the people being supported.</li> <li>• Monitor workloads to ensure these are fair and reasonable.</li> <li>• Set high standards of delivery and ensure these are met.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure teams have a full complement of trained and matched staffing in order to meet rostering requirements.</li> <li>• In partnership with the people we support, Line Managers and Human Resource team ensure recruitment and inductions occur in a timely manner.</li> <li>• Working with HR, ensure all staff are orientated, trained, developed, supervised and supported as per SILC’s policy and procedure.</li> <li>• Manage direct reports leave requests.</li> <li>• Ensure all decisions involving staff are lawful, fair and reasonable and comply with relevant legislation, SILC policy and procedure.</li> <li>• Actively manage the team and individual’s wellbeing.</li> <li>• Escalate staff risks and situations as needed in a timely manner.</li> <li>• Seek to resolve matters as quickly and effectively as possible, keeping the people’s agreed outcomes a priority.</li> <li>• Ensure direct reports have regular coaching and supervision and the best practice coaching is modelled.</li> <li>• Ensure regular and effective engagement with direct reports.</li> <li>• Ensure direct reports are held accountable for their performance and delivery on KPI’s.</li> <li>• Resolve issues effectively.</li> <li>• Make decisions ensuring the people we support, and SILC vision is front of mind.</li> <li>• Ensure team activities and deliverables are well planned and managed.</li> </ul>
<p>Organisation Leadership</p>	<ul style="list-style-type: none"> <li>• Maintain and further develop a positive organisational culture which supports and empowers staff to facilitate the best possible outcome for the people we support.</li> <li>• Lead SILC initiatives as required.</li> <li>• Be a positive and effective change agent.</li> <li>• Lead by example and in accordance with SILC values and ways of working.</li> <li>• Generate creative, innovation solutions to business challenges.</li> <li>• Demonstrate excellent interpersonal skills through being open to ideas, respect for other people, valuing diversity, being an active listener and displaying emotional maturity.</li> </ul>
<p>Administrative</p>	<ul style="list-style-type: none"> <li>• Ensure client records are kept up to date with relevant information in accordance with SILC guidelines.</li> <li>• Assist Community Support Workers in the preparation of accurate timesheets and hours summaries.</li> <li>• Maintain comprehensive up to date Daily Diaries as required for the people supported by SILC.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure HR/payroll systems contain accurate and up to date information in relation to direct reports.</li> <li>• Other administrative tasks as required.</li> </ul>
Financial	<ul style="list-style-type: none"> <li>• Work with Community Practice Manager to ensure rostered hours are kept within the budgeted allocated hours.</li> <li>• Ensure allocated budgets are met.</li> <li>• Ensure spending is in line with policy and reasonable.</li> <li>• Seek to operate as effectively and effectively as possible.</li> </ul>
Learning and development	<ul style="list-style-type: none"> <li>• Actively participate in supervision with Community Practice Manager.</li> <li>• Take personal responsibility for own professional and personal development.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Ensure you take reasonable care of your own health and safety and ensure that your actions don't cause harm to yourself or others.</li> <li>• Ensure rosters for staff, meet safe rostering principles.</li> <li>• Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.</li> <li>• Attend and participate in Health and Safety meetings as required.</li> </ul>
Treaty of Waitangi	<ul style="list-style-type: none"> <li>• SILC is committed to its obligations under the Treaty of Waitangi. Employees are required to adhere to the principles of the Treaty of Waitangi.</li> </ul>

Ideal Person Specification

Knowledge, experience, skills and attributes

- Hold an appropriate qualification in the area of disability or relevant experience within the disability sector
- 5+ years' experience in effective partnering with others (internal and external)
- 3+ years' experience leading others
- Knowledge of disabilities and the disability industry
- Excellent interpersonal, written and oral communication skills
- Proven customer service orientation and skill
- Demonstrated and effective skills in relationship building, planning and organisation
- Competent in the use of the Microsoft Office 365 suite of applications – Word, Excel, Outlook

Core Competencies

Competency	Description
Planning, organising & self-management	Individuals who demonstrate this competency possess an ability to establish courses of action for themselves and others that will ensure specific tasks or goals are achieved to a high quality, using appropriate resources, in a timely manner.
Communication skills	Individuals who demonstrate this competency possess an ability to communicate a range of information and ideas effectively, both in writing and orally, to different audiences using language and style that is appropriate to the particular audience and context.
Teamwork	Individuals who demonstrate this competency recognise the value of teamwork and establishing and maintaining effective relationships to achieve goals. They possess the ability to participate and contribute effectively to the achievement of the organisation’s strategic objectives.
Problem Solving & analytical Skills	Individuals who demonstrate this competency possess an ability to identify problems, analyse them by collecting available data, eliciting additional information, sifting out irrelevancies, constructing an accurate picture of the situation and distilling the key issues and associated risks. They are able to evaluate solutions critically on the basis of logical assumptions, factual information, resource constraints and organisation values, and provide advice or recommend practicable solutions based on sound logic and reasoning which will enable quality decisions
Leading through vision and values	Individuals who demonstrate this competency keep the organisations vision and values at the forefront of decision making and action, communicate the importance of the vision and values, move others to action and model the vision and values
Professionalism and organisation commitment	Individuals who demonstrate this competency align their behaviours with the values, priorities and goals of the organisation and encourage others to do the same. They demonstrate the highest standards of personal and professional behaviour while doing their work and engaging with stakeholders.