

## Resource Coordinator

<b>UNIT/TEAM</b>	Community: Mobile Services
<b>REPORTS TO</b>	Service Manager
<b>ROLE PURPOSE</b>	The coordination and management of Community Support Workers who support the needs of the people we support, so they can achieve their Individual Support Plan and within the terms of the contract for service delivery.
<b>DIRECT REPORTS</b>	Community Support Workers
<b>DATE</b>	June 2025

### OUR MISSION

Working together to achieve great lives.

### OUR VALUES

<b>Relationships</b>	Build open relationships based on honesty and respect.
<b>Communication</b>	Communicate with an open mind and heart.
<b>Mana</b>	Recognise and promote the mana and strengths of the individual.
<b>Opportunities</b>	Take opportunities to learn and grow together.
<b>Believe</b>	Believe that together we will make a difference.
<b>Fun</b>	Make fun a goal

### TASKS

#### People Management

- Day-to-day management of Community Support Workers (CSW's) including recruitment, training, orientation and allocation that supports the delivery of Community: Mobile Services for the people we support and their whānau/family.
- Manage compliance training for CSWs to ensure certifications are up to date for service delivery.
- Effectively manage staff concerns, and address performance and behaviour concerns in a timely manner, that creates a positive and productive work environment.
- Support new CSW's to set their Performance Development Plan (PDP) – lead regular discussions that support effective performance and development.

#### Service Delivery

- Be the key day-to-day contact for the people we support, and whānau/family.
- Collaborate with colleagues to ensure smooth delivery of Community: Mobile Services to meet contract and MASH's standards of delivery.
- Provide regular resourcing updates to the Service Manager (and National Manager if required).
- Partner with the Service Coordinator so that CSW's implement individual Support Plans and Activities of Daily Living (ADL) using our person-centred approach.

#### People We Support (PWS)

- Ensure people we support are living their best possible lives, in an independent environment by implementing and instilling Enabling Good Lives (EGL) and Whanau Ora (the MASH Way) into every service provided.
- Ensure safe, person-centred support is provided that is consistent with MASH values and policies.
- Uphold the ethical and health and disability sector standards and work in accordance with the Health and Disability Commissioner's Code of Rights.

- Encourage people we support to participate in all their activities according to their individual support plans which support their development and enrich their lives to live independently.
- Provide input into the review of individual support plans (minimum yearly).
- Home environments are maintained to a high standard and as per the Support Plan - to enable them to live independently.
- Complete monthly environmental Health and Safety Checklist for each home, raising issues with the Service Manager as appropriate, working together to resolve.

### **Individual Support Plans & My Life My Plan**

- Provide My Life My Plan training to CSW's in collaboration with the Service Manager.
- Partner with the CSW's to establish a My Life My Plan for each person we support.
- Provide ongoing support to CSW's about My Life My Plan and creating SMART goals and aspirations for people we support.
- Ensure that My Life My Plan reviews are accurately completed by CSW's on time.
- Work with the Service Manager and Clinical Coordinator to review support plans as per Service requirements.

### **Documentation and Reporting**

- All people we support information is recorded on time, accurately, securely, and completely.
- Ensure CSW shift notes are completed accurately and neatly.
- Review and approve Service Delivery logs weekly.
- Immediately alert the Service Manager to any concerns regarding the wellbeing of the people we support and any other key contact as per their Individual Support Plan.
- Report all incidents, near misses and concerns, including medication errors, as per our standard operating procedures and health and safety policies and procedures.
- Provide monthly reports to the Service Manager; and other reporting as required.

### **Quality Improvement**

- Ensure our services meet MASH's quality standards and requirements.
- Support our continuous improvement of quality standards.
- Liaise with the Service Manager regarding implementation of quality initiatives.

### **Health, Safety and Hauora**

- Be proactive and committed to our health, safety and hauora culture.
- If something needs to be discussed, talk about it proactively with both your colleagues, management and any visitors.
- Know and work with our health, safety and hauora policies and practices.
- Help to create and maintain a healthy workplace. Be aware of your own health and wellbeing at work and what you can do to take care of it. Support and encourage others to do likewise.

## **COMPETENCIES**

### **Behaviours**

- ▶ **Holistic, person-focused support and care** – provide compassionate, individualised and inclusive care that meets the physical, emotional, and social needs of the people we support and their whānau/family.
- ▶ **Collaboration** – work inclusively and effectively with colleagues, healthcare professionals, and people we support to achieve shared care goals, valuing and leveraging other's unique skills and perspectives.
- ▶ **Te Tiriti o Waitangi** – Honour the Te Tiriti o Waitangi principles of Partnership, Participation, Protection. Build reciprocal relationships and partnerships with Māori including the Kahu Whakaruru (internal Māori caucus) at the appropriate level. Support the delivery of equitable access and outcomes for Māori and their whānau.
- ▶ **Cultural competence** - Brings an understanding and respect for different cultures. Provides inclusive and equitable services to make everyone feel valued and respected.
- ▶ **Coaching** – Guide and empower your team to achieve goals and improve their wellbeing through the ability to listen, encourage and support development.
- ▶ **Resilience** – Remain calm, composed, showing emotional strength and perseverance when dealing with challenging or unexpected situations.

- ▶ **Adaptable** – Shows a willingness to learn new methods, procedures, or techniques. Comfortably changes direction or adapts in response to the demands of a situation.

### Skills and Knowledge

- ▶ **Management** – Organises and supports people, tasks and resources to effectively deliver services that enable the people we support to live a quality life.
- ▶ **Communication** – Understands the importance of timely and clear information to others. Listens carefully and ask questions to confirm understanding. Is both professional and empathetic when communicating with others.
- ▶ **Health and Safety** – The ability to correctly identify, assess, and manage health and safety risks at work that prevents accidents, injuries, and illnesses, in line with best practice and legislation.
- ▶ **Organisational ability** – Effectively plans, priorities and coordinates tasks, resources and the team to maintain effective service delivery for the people we support.
- ▶ **IT** – Demonstrates a sound working knowledge of Microsoft programmes and the ability to learn new programmes quickly and confidently.
- ▶ **Teamwork** – Creates collaborative and inclusive workplaces where team members have clear expectations and are supported and trusted to do great work.
- ▶ **Problem Solving** – Finds practical solutions to situations by thinking clearly, making informed decisions, and supporting the team to respond effectively.
- ▶ **Quality** – Applies continuous quality improvement principles. Suggests quality initiatives. Constantly looks to improve the working environment for staff and the people we support.

### EXPERIENCE

- ▶ **Management** – Demonstrated experience successfully managing people and tasks in a similar environment.
- ▶ **Coaching** – Effectively coaching and developing staff through regular feedback that supports growth of individual and team capability.
- ▶ **Social service** – A depth of experience that enables effective management of the service, our staff and the people we support.

### QUALIFICATIONS

- ▶ New Zealand Certificate in Health and Wellbeing Level 4 or hold a relevant equivalent qualification in a related field.
- ▶ A current and full New Zealand Driver's Licence.
- ▶ Current First Aid Certificate (or obtain one within the first three months of employment)

### KEY RELATIONSHIPS

Internal:	External:
<ul style="list-style-type: none"> <li>▶ National Managers</li> <li>▶ Service Managers</li> <li>▶ Service Coordinators</li> <li>▶ Registered Nurses</li> <li>▶ Community Support Workers</li> <li>▶ Corporate Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ People we support and their Whānau/ Families.</li> <li>▶ Oranga Tamariki</li> <li>▶ Health professionals and providers</li> <li>▶ Tangata Whenua</li> <li>▶ External support agencies</li> <li>▶ Alternative Health Providers</li> </ul>