|  |  |
| --- | --- |
| **REPORTS TO** | Service Manager |
| **DELIVERY AREA** | Disability Residential  |
| **DIRECT REPORTS** | Nil |
| **DELEGATIONS** | Tier 5In accordance with current delegations' policy |
| **SALARY BAND**  | $64 - $80k dependent on experience |
| **HOURS OF WORK** | 80 Hours per fortnight |
| **LOCATION** | Palmerston North  |
| **ROLE PURPOSE** | To ensure the future direction and allocation of resources to areas that align with our strategy, to help us achieve our goals and drive sustainable growth.  To operate collaboratively and across functions as one team to tackle the challenges and optimise the opportunities in front of us together.To respond to opportunities to grow and expand services across MASH’s operational areas. |
| **PROGRAMMES TEAM PURPOSE** | As a member of the MASH Programmes Team (PT), you will play a role in shaping MASH service delivery to meet the needs of an evolving sector. The PT is responsible for operationalising the MASH Quality Framework and The MASH Way in all aspects of service delivery to meet the changing expectations, needs and aspirations of the people we support and to ensure MASH remains a partner of choice for our funders and stakeholders.The Team will drive operational efficiency and compliance with statutory requirements, while also being focused on the future and the changes needed to continuously improve delivery of quality, people-centric services.By leading for the future, living the MASH values, delivering operational excellence, and being connected with stakeholders, this role will contribute to the continued growth of MASH’s reputation and influence.The Service Coordinator supports the operational management of the (Disability Residential) services across (Palmerston North, Hawkes Bay, Wanganui and Horowhenua) MASH’s operating area. |

**MASH Trust is an innovative provider of health and disability support services in the lower**

**North Island, supporting over 2000 people and whanau.**

MASH TRUST MISSION

*Working together to achieve great lives*

OUR VALUES

**Relationships** Build open relationships based on honesty and respect

**Communication** Communicate with an open mind and heart

**Mana** Recognise and promote the mana and strengths of the individual

**Opportunities** Take opportunities to learn and grow together

**Believe**  Believe that together we will make a difference

**Fun** Make fun a goal

KEY RELATIONSHIPS

Internal:

* Service Manager Palmerston North, Hawkes Bay, Wanganui and Horowhenua
* Other key managers and staff of Mash Trust

External:

* Family/Whānau and Tangata Whenua
* NASC and other service providers as required
* Contractors, Suppliers and other stakeholders supporting service delivery

KEY RESULT AREAS

|  |  |  |
| --- | --- | --- |
| Key Accountabilities |  Tasks |  Performance Measures |
| **Organisation Service Design and Development:** This function focuses on creating and improving services that meet the needs of the 'customer' (internal and external), whānau and our funders. It involves understanding peoples' needs through research, analysis and voice, co-designing, testing and validating service offerings (considering factors such as features, pricing, delivery channels, and user experience), development and implementation of the service. | * Work with the Service Manager to implement new services.
* Lead, coach and mentor staff and facilitate the implementation of My Life my Plan to help the people we support achieve their goals and their vision of a great life.

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| **Service Growth and Development:**This function focuses on identifying and developing opportunities to expand or evolve existing services, to enhance reach, quality and outcomes for the people we support. Throughout the service lifecycle, the function monitors service performance, gathers consumer feedback, and incorporates continuous improvement initiatives to enhance service quality and the satisfaction of the people we support. | * Provide information for reporting purposes against contractual outcomes as required.
* Identify opportunities for existing services to the Service Manager.
 |  |
| **Regional Connectivity Management:** This function focuses on establishing and maintaining strong connections, partnerships, and collaborations within a specific region or geographic area. It involves facilitating communication, knowledge sharing, and coordination among various stakeholders to ensure seamless service delivery, promote initiatives, and address the unique support needs of the local population. | * In collaboration with the service manager maintain strong relationships and partnerships across the local area and with the people we support
* Promote MASH initiatives in the local area
 |  |
| **Consumer and Whanau Information:**This function focuses on providing relevant and accurate information to the people we support and their whanau to support informed decision-making regarding their goals and needs. It involves the creation, dissemination, and accessibility of resources that empower them to make educated choices and enable good lives. | * Provide relevant, accurate information to the people we support and their whanau.
* Disseminate and make accessible resources that empower people to make educated choices and enable good lives
 |  |
| **Service Vacancy Management:**This function focuses on the monitoring, management and reporting of vacancies in residential homes. It involves maintaining an accurate inventory of available beds, coordinating access, and optimising the occupancy rates. It includes communication with people we may support, referrers and funders, and regular reporting on vacancies. | * Monitor, and report on vacancies in area of responsibility
* Assist with the inventory of available beds and coordinate access to optimise occupancy rates
* Communicate with the people we support
 |  |
| **Service Delivery:** This function focuses on the coordination and provision of high-quality services to the people we support, and delivery of services internally within the organisation. It plays a vital role in establishing and maintaining positive relationships with the people we support (and across MASH teams), implementation and execution of service activities, adhering to established standards, continuously improving service processes, enhancing the overall reputation of the organisation, and differentiating MASH from other providers. | * Assist in the Coordination and provision of high-quality services to the people we support
* Establish and maintain positive relationships with the people we support and across MASH teams
* Adhere to MASH standards
 |  |
| **Service Documentation Creation:**This function focuses on creating and maintaining accurate and comprehensive documentation related to service delivery. It involves capturing and documenting essential information, processes, and outcomes to support effective service provision, quality assurance, and regulatory compliance. | * Assist in the maintenance of accurate and comprehensive documentation related to service delivery
* Assist in capturing and documenting essential information, processes, and outcomes to support effective service provision, quality assurance, and regulatory compliance
 |  |
| **Rostering Management:**This function focuses on the process of creating and managing work schedules of staff, to support the optimal allocation of resources. It involves, shift planning, understanding employee constraints, workload distribution, compliance and fairness, and roster communication. | * Assist and support managing staff work schedules
 |  |
| **Consumer and whanau complaints management:**This function focuses on effectively addressing and resolving complaints from consumers and their whanau regarding the services provided by the organisation. It involves establishing a structured process for complaint handling, ensuring timely response and resolution, and using feedback to drive improvements in service delivery. | * Assist the Service Manager as directed in the investigation and management of complaints in a timely manner
 |  |
| **Enabling Service Environment:**This function focuses on ensuring the service has the necessary resources and infrastructure to support service provision and deliver high-quality services effectively and efficiently. | * Identify any resourcing and infrastructure gaps and report to Service Manager
 |  |
| **New Opportunity Management and Innovation:**This function focuses on proactively identifying and capitalising on potential opportunities for growth, innovation and success, aligned with the MASH strategy and future direction. It involves horizon scanning, opportunity identification and prioritisation, feasibility analysis, and business case development. | * Identify any opportunities for growth and innovation and report to Service Manager
 |  |
| **Procurement:**This function focuses on managing the process of acquiring goods, services, and resources required by the organisation to support its operations. It involves strategic sourcing, vendor management, contract negotiation, and ensuring value for money in procurement activities. | * Assist in the procurement ofgoods, services and resources to support day to day operations, within delegations
 |  |
| **Te Tiriti O Waitangi:**This function focuses on MASH's commitment to honouring Te Tiriti principles of Rangatiratanga, equity, active protection, options, partnership. It involves building reciprocal relationships and partnerships with Māori, including the Kāhui Whakaruru (internal Māori caucus) to support the delivery of equitable access and outcomes for Māori and their whānau. | * Support the delivery of equitable access and outcomes for Māori and their whanau
* Build reciprocal relationships and partnerships with Māori at the appropriate level
* Honour Te Tiriti principles of Rangatiratanga, equity, active protection, options, partnership
 |  |
| **People, Culture and Wellbeing:** This function focuses on attracting, developing and retaining a talented and engaged workforce. It includes talent acquisition, staff engagement and retention, performance management, learning and development, staff wellbeing, remuneration and reward, employment relations, and industrial relations. | * Assist in the recruitment of new staff, their onboarding, and retainment
* Assist the Service Manager as directed in the management of staff performance and learning and development where required
* Support processes that support staff wellbeing
 |  |

**PERSON SPECIFICATION**

The ideal applicant for this position will be able to fulfil the following criteria:

Required competencies

A successful Service Co-Ordinator at MASH Trust will demonstrate the following competencies:

|  |  |  |
| --- | --- | --- |
| THOUGHT | Decision quality | * Make sound decisions, even in the absence of complete information.
* Rely on a mixture of analysis, wisdom, experience, and judgment when making decisions.
* Consider all relevant factors and uses appropriate decision-making criteria and principles.
* Recognize when a quick 80% solution will suffice. Able to complete tasks by specified deadlines
 |
| Business insight | * Know how businesses work and how organisations make money.
* Keep up with current and possible future policies, practices, and trends in the organisation, with the competition, and in the marketplace.
* Use knowledge of business drivers and how strategies and tactics play out in the market and guide actions.
 |
| Customer focus | * Gain insight into customer needs.
* Identify opportunities that benefit the customer.
* Build and delivers solutions that meet customer expectations.
* Establish and maintains effective customer relationships.
 |
| RESULTS | Ensure accountability | * Follow through on commitments and makes sure others do the same.
* Act with a clear sense of ownership.
* Take personal responsibility for decisions, actions, and failures.
* Establish clear responsibilities and processes for monitoring work and measuring results.
* Design feedback loops into work.
 |
| PEOPLE | Build effective teams | * Form teams with appropriate and diverse mix of styles, perspectives, and experiences.
* Establish common objectives and a shared mindset.
* Create a feeling of belonging and strong team morale.
* Share wins and rewards team efforts.
* Foster open dialogue and collaboration among the team.
 |
| Build networks | * Build strong formal and informal networks.
* Maintain relationships across a variety of functions and locations.
* Draw upon multiple relationships to exchange ideas, resources, and know-how.
 |
| Drive vision and purpose | * Talk about future possibilities in a positive way.
* Create milestones and symbols to rally support behind the vision.
* Articulate the vision in a way everyone can relate to.
* Create organisation-wide energy and optimism for the future.
* Show personal commitment to the vision.
 |
| Communicate effectively | * Is effective in a variety of communication settings: one-on-one, small, and large groups, or among diverse styles and position levels.
* Attentively listens to others.
* Adjusts to fit the audience and the message.
* Provides timely and helpful information to others across the organization.
* Encourages the open expression of diverse ideas and opinions.
 |
| SELF | Instil trust | * Follows through on commitments.
* Is seen as direct and truthful.
* Keeps confidences.
* Practices what is preached.
* Shows consistency between words and actions.
 |
| Situational adaptability | * Picks up on situational cues and adjusts in the moment.
* Readily adapts personal, interpersonal, and leadership behaviour.
* Understands that different situations may call for different approaches.
* Can act differently depending on the circumstances
 |

**Required experience/qualifications**

Job Specific Knowledge and Skills:

* Strong leadership skills
* Cultural awareness
* Understanding the needs of the people we support and their supporters
* Identifying areas for improvement and giving constructive feedback
* Team building with Home Coordinators and CSW's
* Managing within MASH's systems and processes
* Strong Communication skills
* Problem solving ability

Job specific experience:

* Team focused and team building
* Proven experience of leading and managing teams within a H&D service
* Report writing ability
* An understanding of cultural issues, tikanga and te Tiriti o Waitangi and its implications for MASH.

Qualifications and other requirements:

* Relevant experience/suitable qualification
* Ability to manage difficult conversations
* Good time management
* Flexibility – hours and working locations as needed
* Able to build rapport with the people we support and their supporters
* An understanding of the Health and Safety of workers
* Time management skills
* Relationship building skills

# AUTHORISATION AND ACKNOWLEDGEMENT

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Signing this position description indicates agreement and acceptance of the contents and conditions.

Acknowledged/ Accepted:

 Employee Date

Manager Date