**POSITION DESCRIPTION**

**Position Title:** Community Connector

**Service:** Huia Mai – Whānau Centre

**Reports to:** Kaiārahi Team Leader – Whānau Centre

**Overview:**

Visionwest Community Trust has been offering community-based services to people in West Auckland since the 1980’s. The Trust was formally incorporated as the Friendship Centre Trust in 1988 in response to a growing desire of the Glen Eden Baptist Church to help those in need in the local community. The Trust started out small with a drop-in center at the Glen Eden Railway Station as a place where friendships were formed. The Trust responded to the needs present in the community and grew to be one of the largest community-based Trusts in West Auckland. Today, Visionwest provides services to communities in Auckland, Waikato, Bay of Plenty and Christchurch.

Visionwest Community Services include:

|  |  |  |
| --- | --- | --- |
| * Home Healthcare * Pātaka Kai * Chaplaincy | * Huia Mai Whānau Services * Money Mentors * Youth Solutions | * Community Housing * Wellbeing Centre * Employment & Education |

**Service Description**

Huia Mai is the home of Visionwest’s Māori informed approach. Huia Mai seeks to facilitate, evaluate and improve the quality of care for whānau at Visionwest. This is achieved through the provision of experienced staff, leadership and management.

Huia Mai Whānau Services are Māori led services which work towards quality outcomes for tangata Māori and all who use our services. Whānau Services include:

* Mātanga Oranga – Trauma informed care
* Pae Aronui – Rangatahi education and employment solutions
* Whānau Centre – the waharoa (gateway) for all of Visionwest
* Community Connection – linking whānau to the right service(s) for them.
* Chaplaincy – providing a listening ear and pastoral care.

Our Māori informed approach ensures that we work in a way that is consistent with Visionwest’s Te Tiriti o Waitangi policy, and to our Kaupapa Māori Framework, He Pou Whakakitenga, which highlights the importance of: Wairua, Matauranga, Hauora and Tikanga.

Our Community Connection Service is based at our Whānau Centre and provides an essential link between whānau and the wider community. This link reaches into the services of Visionwest and beyond into collaboration and connection with many other service providers and groups. Our Community Connection Service focuses on welfare and wellbeing in line with the Government’s Covid-19 Care in the Community Framework.

**Purpose of the Position:**

The Community Connector will work with government and community-based stakeholders to support the COVID-19 response and recovery efforts to vulnerable people from culturally and diverse backgrounds. This role will coordinate, advise and facilitate access to available support with an emphasis on those who are self-isolating.

The **Community Connector** takes an active approach to ensure whānau are able to access the support and services they need to enhance their health and wellbeing, with a focus on those wo are self-isolating. The Community Connector will:

1. Facilitate connections and provide support to individuals and whānau, so they can access information and services in the community and across government agencies.
2. Focus on the Wellbeing needs of those who are Self-Isolating, including but not limited to, those who are referred by MSD Welfare team.
3. Work with those individuals and whānau who have multiple needs and who may be in vulnerable situations (or at risk of being in vulnerable situations)
4. To ensure whānau have timely access to MSD services that will support them in their journey to return to work.
5. Promote the coordination of support services across all parts of the sector in West Auckland
6. Be a point of contact to support individuals and whānau to connect to the various services required to assist their unique circumstances – services that can help them develop the tools they need to be confident and self-determining.
7. Develop and maintain an in-depth understanding of what services are available in the community for service users and whānau to access appropriate supports
8. Work alongside community and government organisations to resolve issues of barriers to access supports
9. Liaise with community and government organisations to proactively share information about service availability and changes within the sector
10. Collaborate with local service providers, attend relevant community and health network meetings and feedback any issues/challenges to the Kaiārahi Team Leader – Community Connectors and the Pou Ārahi Whānau Services.
11. Set up, monitor and update provider databases for Whānau Services, sharing with other services of Visionwest, to ensure a robust referral process for NGO’s across West Aucklandx
12. Establish opportunities for people and their families/whānau to provide feedback on their experiences and follow through where issues or gaps in service provision become apparent

**Relationships:**

**External:**

* Ministry of Social Development including local Service Centres
* Oranga Tamariki
* Kaianga Ora
* Community Waitakere
* Healthy Families
* Waipareira Trust
* Other Community Organisations

**Internal:**

* Kaiārahi Team Leader – Whānau Centre
* Other Community Connectors
* Community Care Coordinator
* Staff of Whānau Services & Community Services
* Community & Supportive Housing
* Education and Training
* Home Care services
* Glen Eden Baptist Church

**Key Accountabilities:**

|  |  |  |
| --- | --- | --- |
| **Areas of responsibility** | **Key accountabilities** | **Key performance indicators** |
| Support work | * Provide crisis response when required * Support people in matters relating to injustice and beneficiary issues * Assist whānau to make measurable action plans and set goals and case manage appropriate support. * Refer whānau to appropriate support services and resources, including programs to educate and develop them (e.g. Visionwest community programmes, parenting courses, external groups, GEBC whānau and youth support ministries and other relevant course. * Assist whānau with practical needs to access items such as food parcel, furniture, housing and employment. * Participate in a multi-disciplinary team. * Complete and keep up to date whānau records and files * Maintain a focus on those self-isolating. | * Maintain good relationships with whānau. * Achieve high rate of whānau engagement. * Case management plans put in place where needed. * Whānau receive appropriate advice, support and advocacy * Whānau are well resourced for growth in their lives * Whānau have practical needs met where possible * Whānau become better equipped to become contributing members of the community * Whanau are supported back into employment * The Wellbeing of those self-isolating is enhanced. |
| Assessment, referrals, data and reporting. | * Assessing the needs of whānau entering the service, whether referred by MSD, self referring or referred by other services of Visionwest, networked community organisations or Government entities. * Complete intake forms, care plans and evaluations, where ever necessary. | * Whānau are provided with the Community Care services they require. * Appropriate Referral Forms completed and held on file. * Whānau contacted in accordance with the Client Referral Policy * Whānau file is created and consist of an intake form and goal plan showing achievable goals * Whānau records are kept up to date, accurate, confidential and complete, in the Client database * Evaluations completed showing improved and/or positive outcomes * Good quality Funder/Contract monitoring reports |
| Resourcing/networking | * Network well within Visionwest services and GEBC, ministries, promoting service to referral sources. * Network with external agencies and community networks. * Develop a sound network of other community agencies and Māori and Pacifica services . * Develop and maintain good relationships with external agencies and networks. * Ensure external agency information is kept up to date for service use. | * Strong relationships with Visionwest Community Leaders * All Visionwest services and GEBC ministries are aware of Community Connection services and referrals are abundant * Community care model is promoted externally as reflected in the increase of referrals * Good relationships are maintained and grown with external agencies and networks * Community agency and network information is up to date * Follow up of whānau referrals to internal and external networks are maintained and case noted |
| Evaluation | * Use the evaluation system, and other quality monitoring systems as guided by the Kaiārahi Team Leader – Community Connectors and the Pou Ārahi Whānau Services (GM) with support from Q&E Manager. | * Outcomes are tracked and information available for statistical purposes, practice improvement and emerging trend analysis |
| Pastoral Care Support | * Provide spiritual and pastoral care support for whānau and Trust staff/volunteers in need by referring to Community Chaplaincy, GEBC and to Marae. | * Appropriate pastoral care or spiritual support is offered as when appropriate in accordance to the whānau assessment and care plan * Whānau are referred to the GEBC and/or chaplaincy to support accordingly * All referrals are followed up and case noted accordingly |
| Visionwest policies and values | * Adhere to the policies of Visionwest. * Ensure that all work practices reflect the vision, mission and values of Visionwest. * There is adherence to the Service code of ethics, code of conduct and relevant legislations | * Trust Policies and procedures are followed * The vision, mission and values of VisionWest Community Trust are reflected in daily work practices, conduct and behaviour * Participate in regular team updates on current and new organisational and service policies and procedures and legislations |
| Health and Safety | * Follow Health and Safety Policy and Procedures. * Promptly report accidents, incidents, injuries and hazards to management. | * Active contribution to a safe working environment, and in line with Policy. |
| Vision, Mission and Values | * Reflect the vision, mission and values of the Trust in workplace practices and relationship. * Commitment to upholding Visionwest’s Te Tiriti o Waitangi policy and incorporating Visionwest’s Kaupapa Māori Framework. | * The vision, mission and values of the trust are evident in work practices * Strong working knowledge of the Te Tiriti policy and He Pou Whakakitenga (Kaupapa Māori Framework). |

**Person Specification:**

*Ideally the Community Connector would possess the following skills and personal attributes:*

**Qualifications and Experience:**

* 3-5 years of community development experience
* Relevant qualification in a social services sector discipline or equivalent
* An understanding of the functions and operations of Work and Income Community Link offices
* Experience in facilitating community collaborations across multiple providers
* An understanding of the importance of Kaupapa Māori in the practice of NGO’s working in the social service sector.

**Skills and Attributes:**

* Flexible, adaptable and a good listener.
* Team player with an open and honest manner and ability to build on effective relationships with a wide range of individuals.
* Comfortable with both encouraging and challenging community leaders and professionals.
* Ability to ‘step back’ and allow citizens to do it for themselves.
* Motivational and empowering in approach.
* Political awareness and an ability to influence, challenge and support
* Believes everyone has something essential to contribute to community building efforts, regardless of their past experience, of the labels others have placed on them.
* Experience of working within communities with a diverse range of stakeholders.
* Community leadership and team/group building skills, strong facilitation skills.
* Being self-directed and experience of working autonomously
* Competent in use of ICT including the internet and web based communication systems.
* A commitment to the vision, mission and values of Visionwest Community Trust, and an ability work within the objectives as set out in the Trust Deed;

**Objectives of Visionwest Community Trust**

1. *To encourage a spirit of Christian compassion within local communities and actively promote the message of Christianity – love, hope, mercy and kindness – through the act of providing various social care and welfare services for the under-privileged, the needy, and the disadvantaged;*
2. *To provide direction and resources, whether financial or otherwise, in order to meet the social, emotional, physical and educational needs of the people in the West Auckland area generally (and beyond);*
3. *To establish such service centres, programmes and facilities which will enable the provision of appropriate social services to local communities, including but not limited to; kindergarten and childcare facilities; home care services; health care services; provision of temporary and permanent accommodation and housing; educational development; counselling services; employment training services and financial services and support;*
4. *To assist those who experience financial and emotional hardship; and those who are disadvantaged in society;*
5. *To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees;To initiate, establish and administer any social services for the people of local communities (including children, the destitute, and the elderly) who, for any reason, are in need of care and assistance;*
6. *To carry out such other charitable purposes within New Zealand as the Board shall determine after consultation with the Elders’ Board.*

**Mission Statement:** “Building Hope Together”

I have read and understand the Position Description for **Community Connector** and accept it.

Name:

Signature: ……………………………………………….

Date: ……………………………………………….

Any of the accountabilities, reporting relationships, or other matters, which are specified in this position description, may from time to time be altered by the Trust/ Visionwest Community Trust following consultation with you.