

Position Description

Group Programme Coordinator

Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

The purpose of this role is to coordinate and co-facilitate the delivery of group programmes to tamariki and whanau accessing Family Works support for wellbeing and parenting. The Group Programme Coordinator role is also to provide additional support to tamariki and whanau where need has been identified via immediate assistance or ongoing referral. The Group Programme Coordinator is also responsible for ensuring programme content is current, of a high standard and relevant to the programme being delivered.

Primary Objectives

- Gathering relevant information for referrals, completing assessments for intake to group programmes, and maintaining management of the wait list.
- Communicating effectively with referrers, whanau and relevant staff in relation to referrals and requests for information regarding Group Programme service.
- Assist in monitoring, reviewing, and updating existing programmes to ensure current, relevant, and high-quality service delivery is achieved.
- Ensure external programmes are delivered to meet fidelity requirements.
- Maintain accurate and timely case records on client management system.
- To provide a calm, safe environment for tamariki and whanau where they feel welcome, and their space and privacy is always respected.
- Provide a welcome, safe environment for anyone accessing Family Works services, and to support the whole Family Works team.

Accountability	Expected Outcomes / Key Performance Indicators
To coordinate group programme delivery	• To coordinate the delivery of Group Programmes to tamariki and whānau through use of clear pathways from service referral to end of programme delivery. • To ensure resources are available, prepared and appropriate for group / programme delivery. • Complete all required reports and documentation supporting programme delivery on time and accurately. • To support the professional monitoring, review and updating of Family Works programmes when required.
To provide effective and efficient casework services	• To establish and maintain excellent relationships with community stakeholders, especially referrers to our group programme services. • Building, contributing to and maintaining a positive public interest in our group programmes through promotional activities, public speaking, and other relevant avenues. • Be passionate about achieving positive results for tamariki and whanau accessing our group programmes. • Be committed to striving for sustainable change at the individual, community, and systemic levels. • Show competence in working in a culturally appropriate way within Māori, Pacific, or other cultures. • Show Competence in working alongside diverse communities across the lifespan. • Recognise the Treaty of Waitangi as the basis for Māori/Pakeha relationships with good knowledge of Kai Tahu at the local level and of Māori service providers. • Understand and be confident to undertake assessments and provide crisis intervention based

	on strengths based, solution focused and Te Whare Tapa Wha models of practice. • Establish contact with tamariki and whanau advocating for access to required services either internally within the multidisciplinary team, or externally to outside agencies. • Provide support as is necessary to meet client immediate needs with a high level of competency and efficiency. This includes providing advocacy for access to Health, Welfare and/or Social Services for ongoing support, and supporting our frontline service delivery. • Maintain a high standard of professional practice at all times.
Relationship Building and Teamwork	• Develop effective relationships across the organisation, particularly within the Family Works Team. • Work closely with and support other group programme coordinators and facilitators. • Communicate effectively and promptly with all managers and key staff. • Effective coaching is provided to new and emerging group coordinators and facilitators as required to enhance service delivery and develop skill base. • Information relevant to service delivery and programme efficacy is shared and assistance, support and cooperation are regularly offered and provided to colleagues. • Actions and behaviour encourage and supports the whole Family Works team. • Supporting and encouraging commitment towards a 'one team' philosophy across Presbyterian Support Otago.
Service Improvement and Planning	• Support with planning and co-ordination of projects when required and meeting specific deadlines effectively. • Implementing actions to achieve agreed

	organisational and operational needs. • Effective communication strategies are used to follow the most effective course of action. • Ability to manage multiple complex issues effectively. • Attention to detail and excellent analytical and problem-solving ability is demonstrated when thinking through potential options and solutions to issues. • Proactively identify the need for change, analyse the issues and provide suggestions on the most appropriate solutions and proposals.
Personal Effectiveness	• Delivers on all key outcomes and accountabilities effectively. • Regularly reflects on personal effectiveness in the role and identifies ways to improve individual performance. • Regularly plans and implements projects and is organised to be able to meet competing deadlines and attend meetings and commitments on time. • Maintains a high level of professional behaviour and presentation, on all occasions and acts a role model for other staff. • Is highly productive and well organised to ensure that all job outcomes are completed to a high standard and on time. • Can deliver on outcomes promised. • Confidentiality is maintained in all situations. • Ensures that personal views do not impact on the ability to carry out functions of the role effectively. • Is well presented and punctual on all occasions. • Behaviour or actions do not adversely affect personal credibility in the role.
Maintain professional development	• Maintain own Training log. • Keep abreast of current developments in the Social Service and wider societal environment including locally, regionally, and nationally. • Accept responsibility for own professional practice and be able to identify personal development needs.

	- Attend appropriate in-service or external training as identified. - Participate in an annual performance review.
Other Duties	Undertake other duties as requested by and mutually agreed with the Team Leader / Practice Manager to meet business needs of Family Works
EXPECTATIONS OF ALL PSO EMPLOYEES	
Communications / Interpersonal relationships	- Positive and collegial relationships are developed and maintained. - Verbal and written communication is at a high standard, relevant and appropriate to the audience. - Have competency in using current computer IT and database systems.
Performance development and learning	- Active engagement with personal development review process. - Personal and professional development goals and objectives are established. - Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	- Actively support and comply with H&S policy and procedures. - All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. - You are expected to work safely and to actively participate in health and safety programmes in your work area. - All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.
RELATIONSHIPS	
Reports to: Practice Manager - Dunedin	Direct Reports:

Internal Relationships: All other Family Works Staff Other PSO Staff	External Relationships: All External stakeholders
PERSON SPECIFICATION	
Work Qualifications / Skills • Hold a Tertiary level qualification. • Have a history of working alongside tamariki and whanau. • Driver's licence is essential.	
Experience/ Knowledge • Clear understanding of child development and proven ability to relate to tamariki. • Awareness of social issues and the impact these have for whanau, especially in regard to parenting. • Ability to demonstrate exceptional planning, and organisational skills. • Ability to manage complex and competing priorities effectively. • Skills to develop resources for group programmes, both creative and research based. • Understanding of the complexities that exist in the social service, health, and disability sectors. • Skills and experience in client management systems and Microsoft 360.	
Personal Qualities • Possess highly developed interpersonal skills including relationship skills. • Be able to communicate clearly both orally and in writing. • Can work independently and as part of a wider team. • Professional maturity to handle sensitive/confidential information and to act with tact, integrity, and maturity.	
Physical Requirements This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.	

WORKING TOGETHER
Our Work • We are person centred in our organisation. • We strive always to do better, to work hard and to the best of our ability. • Each person knows they make a difference, and they feel valued because of this.
Our Organisation • We are committed to delivering on the organisation direction and values. • We are responsible and accountable for our actions and behaviours. • We are committed to positive, proactive leadership. • Each person is empowered to succeed, with the orientation and on-going support needed. • Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We should each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

VALUES

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.