

Position Description

Client Services 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 provide front-line service coordination and support for customers/clients connecting them with to access relevant Family Works or Presbyterian Support Otago Services in a timely manner in line with the ethos of Presbyterian Support Otago. The role will also be to provide administrative and practical support to Family Works staff in order to ensure that clients receive an appropriate Family Works response, and to support the smooth operation of the Family Works foodbank including facilitating this service delivery to clients.

Primary Objectives

- To facilitate a calm, caring, and safe environment for all customers/clients accessing our organisation so they feel welcome, and their space and privacy are always respected.
- Be able to undertake effective initial assessment of incoming clients' needs / wants, to ensure identification of and referral to the appropriate internal and/or external service.
- Maintain a good understanding of Family Works Services and external services to know what supports are available within the community.
- In conjunction with the other Client Services Coordinator and Family Works team members provides staff coverage to the reception area of Family Works at all times during office hours
- Undertake key reception tasks as identified in 'Effective and Efficient Family Works Services', and in 'Foodbank Coordination and Assistance'.

Accountability	Expected Outcomes / Key Performance Indicators
<p>To provide effective and efficient Family Works services</p>	<ul style="list-style-type: none"> • To establish and maintain excellent relationships with community stakeholders, especially referrers to our Family Works services. • 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. • Record case notes for clients who access our services in a timely and accurate manner where appropriate. • Assist clients with filling in forms ensuring, if possible, they complete and provide all required information. • Support TFM clients with accessing support or services as identified appropriate. • Ability to manage multiple complex issues effectively. • Gather relevant information for all referrals, appropriately record and then follow referrals process. • Take messages accurately and pass information on to staff in a timely manner alongside attending to contacts made to Family Works by person, phone, mail, or email. • Make appointments and provide administration backup as requested by staff. • Maintain accurate information on the database and have an accurate knowledge of scheduled appointments. • Maintain reception area, level 1 kitchen, and group room to appropriate standard of presentation.

	<ul style="list-style-type: none"> • Ensure information and resources in front of house and staff resource cabinet are always available. • Maintain a high standard of professional practice at all times.
<p>Foodbank Coordination and Assistance</p>	<ul style="list-style-type: none"> • Assessment of clients presenting for food support and providing required food parcels, vouchers, or practical support as need identifies. • Supporting foodbank volunteers in their tasks when required including assisting with making up food parcels and stock management, and receiving, counting, and recording donations as they come into Family Works. • Keeping in contact with other connected Foodbanks to ensure clients have access to appropriate services and support. • Where requested participating in Joint Operational Group (JOG) meetings with other local foodbanks, taking and distribution of minutes.
<p>Relationship Building and Teamwork</p>	<ul style="list-style-type: none"> • Develop effective relationships across the organisation, particularly within the Family Works Team. • Work flexibly and collaboratively with other staff members to ensure a quality service to clients is consistently maintained. • Engage readily and effectively with a wide range of external agencies and organisations and customers. • Communicate effectively and promptly with all managers and key staff. • Provide support and guidance to new staff and students supporting their understanding of the role of Client Service Coordinator and service provision. • 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.

	<ul style="list-style-type: none"> • Support and encourage commitment towards a 'one team' philosophy across Presbyterian Support Otago.
<p>Service Improvement and Planning</p>	<p>Under the direction of the Social Work Supervisor and/or Practice Manager:</p> <ul style="list-style-type: none"> • Support with planning and co-ordination of projects when required and meet specific deadlines effectively. • Implement actions to achieve agreed organisational and operational needs. • Effective communication strategies are used to follow the most effective course of action. • 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.
<p>Personal Effectiveness</p>	<ul style="list-style-type: none"> • Delivers on all key outcomes and accountabilities effectively. • Regularly reflects on personal effectiveness in the role and identifies ways to improve individual performance. • Ability to plan and implement 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Undertake other duties as requested by and mutually agreed with the Social Work Supervisor / Practice Manager to meet business needs of Family Works
EXPECTATIONS OF ALL PSO EMPLOYEES	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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>	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> 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>	<ul style="list-style-type: none"> 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: Social Work Supervisor Dunedin	Direct Reports:
Internal Relationships: Practice Manager All other Family Works Staff Other PSO Staff	External Relationships: All External stakeholders

PERSON SPECIFICATION

Work Qualifications / Skills

- NCEA Level 3 qualification
- Experience working in a busy reception, administrative or customer service role.
- Competent user of Microsoft Office suite of products.
- Driver's licence is essential.

Experience/ Knowledge

- Ability to communicate well both orally and written and be able to connect and be empathetic with a wide range of people.
- Awareness of risk assessment and ability to read a situation in order to act appropriately and know when to escalate.
- Ability to stay calm and composed when dealing with people who may be distressed or frustrated.
- Ability to manage multiple priorities and demonstrate commitment and drive in the attainment of set goals.
- Knowledge of office procedures and undertaking administrative support.
- An understanding of the social service sector, including the impact of mental health, addiction, and family violence is desirable but not essential.

Personal Qualities

- Professional maturity to handle sensitive/confidential information and to act with compassion and integrity.
- Possess highly developed interpersonal skills including relationship skills.
- Can work independently and as part of a wider team.

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.

