

## Position Description

<b>Position Title:</b>	Weekend Coordinator
<b>Reports to:</b>	Lead Weekend Coordinator
<b>Service:</b>	Visionwest Home Healthcare
<b>Hours of Work:</b>	Rostered 3 weekends in five with additional weekends to meet leave cover within the Weekend Team. Saturday and Sunday seven hours in office between 6:00am and 1:00pm, 7.00am – 2.00pm and 1.00am to 8pm, including public holidays.

### 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:

- Community & Supportive Housing
- Home Healthcare
- Education & Training Centre
- Kindergarten
- Counselling Centre
- Whanau Centre
- Budgeting Service
- Foodbank

### Purpose of Position

To provide effective and efficient placement support services during weekends and on statutory holidays by coordinating Support Workers that have the capacity and capability to deliver high quality services to Clients.

### Purpose of Job Description

This Job Description is intended to describe the main functions and responsibilities required of the role. It is not to be construed as an exhaustive list of all responsibilities or duties that may reasonably be required of the incumbent in this role. Employees will be expected to perform any duties reasonably requested by the employer.

This Job Description is subject to review to reflect changing circumstances, and in consultation with the incumbent, will be amended for time to time to take account of advances in and/or variations to the service.

### Functional Relationships

#### Internal:

Support Workers  
Regional Coordination teams  
Regional Service Manager (Waikato)  
Administration Staff

Lead Coordinator (Waikato)

#### External:

Client and their families / whanau

### Primary Objective

The Weekend Coordinator is responsible and accountable for:

- Delivering responsive placement support services to meet Clients' needs
- Using the business processes to deliver care in a consistent, conforming way.
- Providing efficient and effective placement services that match individual Client needs with Support Workers profile/skills.
- Entering into and retrieving data from GoldCare/InnovaCare
- Demonstrate a high level of commitment to and understanding of the Organisation's Health and Safety Management System.
- Upholds and supports Visionwest Community Trust's mission and Christian ethos
- Participating in own on-going education and professional development

PRIMARY OBJECTIVES	EXPECTED OUTCOMES
Deliver responsive placement support services to meet clients' needs	<ul style="list-style-type: none"> <li>• Relief cares are put in place to meet Client needs within agreed time variations</li> <li>• GoldCare/InnovaCare system is updated as to appointments and relevant notes.</li> <li>• Summary sheet is made available to Regional teams at the end of each weekend or statutory holiday shift.</li> <li>• Allocation of Support Workers occurs in a timely and appropriate way to meet individual roster and contractual requirements.</li> <li>• Lead Coordinator (of applicable region) s will be informed of any identified performance issues related to Support Worker.</li> </ul>
Provide efficient and effective placement services that match individual Client needs with Support Worker profile/skills.	<ul style="list-style-type: none"> <li>• Support Workers are appropriately matched with Client at a personal and needs level.</li> <li>• Established protocols are followed to ensure effective placement function.</li> <li>• Scheduling to ensure day to day service and longer term continuity are established and implemented.</li> <li>• In allocating a Support Worker to a care, their profile, skills and geographic location are key elements to an effective and efficient placement</li> </ul>
Entering into and retrieving data from Goldcare/InnovaCare.	<ul style="list-style-type: none"> <li>• Data is input accurately and with integrity that reflects organisation policy.</li> <li>• Significant information re Support Worker and Client services are inputted as required.</li> <li>• Update existing database with changes that reflect Client and Support Worker current status.</li> <li>• Confirmations of all Support Worker appointments are notified to both the Support Worker and Client.</li> </ul>
Using the Business processes to deliver care in a consistent, conforming way	<ul style="list-style-type: none"> <li>• Answer inbound calls professionally and respond to Client inquiries.</li> </ul>

PRIMARY OBJECTIVES	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> <li>• Provide Client with service information and follow up calls when necessary.</li> <li>• Placement service documentation is maintained as required.</li> <li>• On Call duties are completed as per roster.</li> <li>• Knowledge of and adherence to organisation's Policy and Procedures.</li> <li>• Ensure security of information and confidentiality at all times.</li> </ul>
Demonstrate a high level of commitment to and understanding of the Organisation's Health and Safety Management System	<ul style="list-style-type: none"> <li>• Ensure they are familiar with all policies and procedures as they affect their work environment</li> <li>• All staff within area of responsibility will be encouraged to work safely</li> <li>• Systematically identify and assess hazards within the working environment and take all practical steps to control those hazards.</li> <li>• Ensure that all accidents/incidents/ events are reported using organization's documentation.</li> </ul>
Uphold Visionwest Community Trust's mission and Christian ethos	<ul style="list-style-type: none"> <li>• Actions demonstrate adherence to the principles and ethos specific to the organisation at all times.</li> <li>• Commitment to the principles of the Treaty of Waitangi and working in culturally appropriate ways is demonstrated.</li> </ul>
Participating in own on-going education and professional development	<ul style="list-style-type: none"> <li>• Professional development plan reflects self and manager's identified areas for development.</li> <li>• Commitment to completion of agreed professional development plan is evident.</li> </ul>

## Person Specification

### KNOWLEDGE, EDUCATION AND TRAINING

#### Essential

- High level of IT literacy in the MS Office suite.
- Competent in working with a Human Services Database.
- Ability to maintain a high level of accuracy in preparing information.
- Excellent interpersonal skills, team building skills, analytical and problem solving skills.

#### Desirable

- Knowledge of working with older people and/ or those with disabilities in the community
- Understanding of the social model of service delivery in a community care environment
- Awareness of the Home & Community Support Sector Standards
- Knowledge of areas.

## **REQUIRED SKILLS AND EXPERIENCE**

- Has prior experience in excellent customer service.
- Has experience working in a 'call centre' environment and is excellent at managing time and multi-tasking (phone calls, placements, and administration).
- Is proficient in maintaining effective and efficient office systems.
- Able to identify performance issues which impact on service outcomes.
- Ability to effectively analyse problems objectively and find solutions.
- Has worked within a quality system environment.
- Excellent interpersonal skills: Ability to develop and maintain excellent working relationships at all levels within the organisation.
- Strong time management capabilities and the ability to work under pressure.
- Discretion in use of confidential information.
- Ability to work both independently and in a team.
- Has worked in environments where respecting diversity of culture, ethnicity, and belief systems is reflected in service delivery.

## **ATTITUDES AND ATTRIBUTES**

- Willingness and ability to work together in a team environment to ensure excellent service delivery to our Clients and great support to our community based Support Workers
- Empathy and commitment to excellence in community care.
- Values and respects the individuality of each client.
- Communication is respectful of all and openly demonstrates honesty and integrity.
- Communications are timely, understandable, friendly and professional.
- Commitment to the philosophy of community support services.
- Respect for, Visionwest Community Trust's mission, principles, and Christian ethos.
- Commitment to the principles of the Treaty of Waitangi.
- Respects the need for confidentiality re clients and staff.
- Conscientious and industrious work ethic.
- Sensitive, patient, responsive and flexible.

## **Objectives of Visionwest Community Trust**

- a. 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.*
- b. 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).*
- c. 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.*
- d. To assist those who experience financial and emotional hardship; and those who are disadvantaged in society.*

- e. To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees.*
- f. 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.*
- g. 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"