

JOB DESCRIPTION Service Coordinator

Position Details

Position Title:	Service Coordinator
SP Code:	SS21 and SS22
Location:	Bay of Plenty
Date Issued:	April 2022

Purpose of the Position

This role coordinates services provided by CCS Disability Action within the Bay of Plenty. The position is responsible for working in partnership with the individuals and their families to develop, deliver and/or coordinate a range of person – centred services that aim to empower and enable the individual to achieve their personal lifestyle goals.

Strategic Pay does not have a straight forward Coordinator which fits our roles so we combine the following two roles salary bands to find an average/median between the two.

SS21 Services Co-Ordinator: Responsible for effective day to day provision of one part of the organisation's client services. May include co-ordination of staff who deliver the services. Role focuses on scheduling, communication and implementation but does not initiate, plan or design the service.

SS22 Community worker – wider community: Undertakes various community social work activities or services for a broad client base without the specific qualification of a trained social worker. Usually an activity focused generalist worker under the direction of a more senior staff member.

Reports to

Senior Service Coordinator

Staff Responsibilities

This role holds line management responsibilities and may be expected to vet, recruit, coach, support and performance appraise a defined number of support workers and caregivers with the support of a Senior Coordinator.

Functional Relationships

- Individuals we support and their family/whanau
- CCS Disability Action Staff (local and regional)
- Community networks, groups and agencies
- Medical and health practitioners
- Needs assessors
- Therapists
- Social workers
- Education providers
- Government departments such as Ministry of Education, Ministry of Social Development, Oranga Tamariki and ACC
- Employers and Employment Networks

Key Outcomes

The Coordinator will support the individual and their family / whanau with a service plan by providing information and options, coordinating and delivering a range of individualised support services to a high standard and in accordance with the CCS Disability Action vision and mission and values. Ensuring the individual feels empowered and are able to participate in their own community by accessing opportunities of their choosing.

Services will be delivered in line with the organisation's policies and procedures and allocated funding.

Key Tasks

Key Tasks	Performance Indicators
<p>Coordinate and deliver high quality services that are creative, flexible, and responsive to the needs of disabled people and their families / whanau. Services focus on improving / maintaining inclusion of disabled people within their families / whanau and the wider community.</p>	<p>Demonstrates an understanding of, and commitment to the CCS Disability Action mission, vision and goals.</p> <p>Demonstrates an in-depth understanding of and commitment to person directed / family centred planning.</p> <p>Develops an individualised service plan and budget with the person we support.</p> <p>Demonstrates a willingness to be creative and innovative in delivering services.</p> <p>Advocates to funders / NASCs for services and resources which meets the needs of disabled people and their family / whanau.</p>

Key Tasks	Performance Indicators
	<p>Seeks to work with disabled people with Individualised Funding packages and ensures that these are delivered creatively, flexibly and within allocated budgets</p> <p>Responds in a timely and effective manner to concerns, complaints and incidents in adherence with CCS Disability Actions policies and procedures with the support of the Senior Coordinator.</p> <p>People we support and referrers receive a prompt and efficient response to service enquiries and provide relevant information and support to people we support.</p> <p>Disabled people and their families/whanau are satisfied with how services are delivered.</p>
<p>Coordinate delivery of contracted services which meet the funders' specifications.</p>	<p>Has an understanding of our contracts and their outcomes, reporting timeframes and requirements and works in alignment with the National Service Pathway.</p> <p>Work together with others to ensure contract requirements are met.</p> <p>Has a clear understanding of the person we supports personal budget and the contractual requirements.</p>
<p>Work in ways which are consistent with the te Tiriti of Waitangi.</p>	<p>Understands kawa, Tikanga and Maori methods of communication.</p> <p>Actively promotes the prioritisation of Maori disability needs and issues using the Maori Strategic Framework.</p> <p>Upskills in te Tiriti and bi-cultural practice issues.</p>
<p>Maintain a high standard of professional and organisational behaviour and practice.</p>	<p>Is familiar with and adheres to all CCS Disability Action policies, procedures and guidelines and the Disability Leadership Framework.</p> <p>Demonstrates conflict management and problem solving skills and acts in a solution focused manner.</p>

Key Tasks	Performance Indicators
	<p>Case loads are managed appropriately.</p> <p>Constructively shares knowledge and skills with colleagues.</p> <p>Demonstrates resilience, flexibility and is adaptive to change</p> <p>Demonstrates an understanding of the Service Coordinator role in the lives of people we support and their family/whanau and maintains professional boundaries.</p> <p>Maintain up to date records, including electronic files and the Client Management System.</p> <p>Ensures that all communication both written and verbal demonstrates a positive commitment to the organisation and reflects CCS Disability Action's core values and beliefs</p>
<p>Recognise safety issues for children, young people and vulnerable adults, respond to these and refer to appropriate supports / organisations (internal and external).</p>	<p>Child protection and safety concerns for vulnerable adults are managed utilising our policies and procedures.</p> <p>Appropriate interventions occur which lead to improved safety for vulnerable adults and children.</p> <p>Records of concerns, actions and outcomes are maintained and safely stored.</p> <p>Adheres to and works within the legislation of the Children's Act 2014 and the Children, Young Persons, and Their Families Act 1989</p>
<p>Attend, participate in and seek training /professional development opportunities (including internal and external supervision).</p>	<p>Understands and applies a Supported Lifestyles and community development approach to work, incorporating the EGL principles.</p> <p>Demonstrates a desire to learn and grow within the job, seeking professional and person development.</p>

Key Tasks	Performance Indicators
	<p>Is open to peer and supervisor mentoring and feedback, and responds positively to opportunities to improve performance.</p>
<p>Provides effective leadership and supervision to Support Workers and caregivers/carers</p>	<p>Caregivers/carers and Support Workers provide services that are consistent with CCS Disability Action' s mission, vision and values</p> <p>Support Workers and Caregivers/carers understand their roles and responsibilities.</p> <p>Conversations are proactively held with Support Workers and Caregivers that improves their performance and achieves better outcomes for people we support.</p> <p>Works collaboratively with the Senior Coordinator to achieve positive outcomes.</p> <p>Supervision and performance appraisal arrangements are in place for Support Workers with the Support of the Senior Coordinator.</p> <p>Works collaboratively with the Senior Coordinator to vet and recruit Caregivers/Carers and Support Workers</p> <p>HR policies and processes are followed.</p> <p>Supports the implementation of an annual training plan for Support Workers.</p> <p>Supports the delivery of a comprehensive and well planned training programme.</p>
<p>Develop and maintain community connections and networks; and promote the concept of inclusion and community development.</p>	<p>Good partnerships are developed with other agencies and community organisations.</p> <p>Attends local forums / meetings which build on our network and add value to our work with disabled people.</p> <p>Provides information from forum, meetings and connections to staff, colleagues and disabled people, where appropriate.</p> <p>Demonstrates a collaborative approach to</p>

Key Tasks	Performance Indicators
	service delivery.
Develop and maintain positive working relationships with disability consumer groups and governance.	<p>Provides information to consumer groups on CCS Disability Action services.</p> <p>Listens to feedback / suggestions from consumers and consumer groups.</p> <p>Works in a way which promotes the inclusion and involvement of disabled people within the organisation.</p>
To provide afterhours support to people we support, staff and caregivers/carers in the Bay of Plenty region as part of an on call roster.	<p>Able to appropriately and safely respond to after hour calls</p> <p>Completes the allocated on call days as per the roster</p>
To undertake other tasks as agreed with your Senior Service Coordinator/ Service Manager	<p>Performance of other relevant tasks and duties as appropriate.</p> <p>Initiative is exercised to ensure outcomes are achieved.</p>

Competencies

1. Interpersonal skills

To interact with others in a way that shows understanding of and respect for their feelings and concerns. The ability to listen deeply, think about the effects of what they do and being able to change their behaviour to accommodate the needs of others when this is appropriate. Builds and sustains positive relationships with people we support, families and whanau, colleagues and networks.

It also involves the ability to present a point of view in a way likely to lead to productive outcomes, anticipating and minimising unnecessary conflict, and identifying and using opportunities for resolution.

2. Communication skills (oral and written)

The ability to express thoughts and ideas clearly and effectively, to a range of different audiences, in a variety of formal and informal situations. It includes the ability to relate to people from diverse backgrounds including people with disabilities and people from different cultural backgrounds in a way that recognises and respects their background or culture.

Excellent written communication skills, including the development of plans, reviews, reports and individual notes

3. Team Approach

An enthusiasm for working co-operatively with others and building consensus to achieve results.

This implies a flexible approach and a willingness to carry out tasks not normally part of their own role, in order to achieve organisational objectives. It also implies a willingness to make a contribution beyond their own particular role and responsibility when this is in the best interests of the organisation.

4. Service focus

Understanding of the importance of the people we support, their families and whanau, our service staff and the wider community to the organisation and the work we do and the ability to reflect this in all aspects of their work.

5. Commitment to Te Tiriti o Waitangi

Understanding of the position of Maori as Tangata Whenua and their individual and collective aspirations. Commitment to Te Tiriti o Waitangi and understanding of the implications of the Te Tiriti for all aspects of the operation of CCS Disability Action. Knowledge of and respect for local Kawa and Te Reo, and the ability to conduct oneself appropriately in a Maori cultural setting.

6. Disability Rights

Is familiar with the UN Convention on the Rights of Persons with Disabilities, the NZ Disability Strategy and the Health and Disability Commissioners Code of Rights. Illustrates commitment to disability rights and disabled leadership. Contributes to the organisation's development of a rights based approach.

7. Self management

Personal ability to identify what needs to be done and to organise and motivate self to do it.

This includes proactively identifying potential opportunities or problems and initiating action to address these, as well as being prepared to tackle areas outside their immediate experience or skill level. Utilises supervision and training to enhance quality practice.

Takes personal responsibility for managing a workload to produce quality work and meet deadlines, including when multi tasking and managing competing priorities. Self management also requires excellent time

management skills and approaching work with a positive focus on objectives, so that they are able to adjust their approach as requirements change and cope with setbacks while behaving appropriately at all times.

8. Sensitivity to context

Appreciation of the culture and complexities of the community and disability sectors and the workings of the Government sector, and the ability to work effectively within these environments to achieve the organisation's objectives.

Development of a strong knowledge of our community and the varied groups, organisations and networks within the area.

9. Ability to relate to a diverse range of people

Ability to relate to a diverse range of people with and without disabilities in a way that affirms them as individuals i.e. recognises their rights, is culturally aware, acknowledges their aspirations, sensitive to their realities and the practical, communication and attitudinal barriers that they face day to day.

10. Administration and IT skills

Proficiency in all aspects of the organisational IT system, including Outlook, Word, and Excel. Ability to utilise Client Management Systems efficiently, including the inputting of notes and data to ensure reporting requirements can be met in a timely manner.

Competence in administration; an excellent telephone manner; report, letter and plan writing skills.

Person Specification

Qualifications/Experience Knowledge and Skills required:

- Relevant Degree or Diploma in Social Services or Human Services or acceptable equivalent qualification and/or work experience.
- Experience working in a social services agency, and in particular working with disabled children/youth/ adults, their families/whanau and significant others.
- Demonstrates resilience, flexibility and is adaptive to change
- Can work in a person directed manner
- Demonstrates good problem solving and conflict resolution skills.
- Is solutions focused.

- Demonstrates they understand their role in people's lives and maintains professional boundaries.
- Demonstrates a willingness to be creative and innovative in delivering services
- Networking skills and knowledge of government, non-government and private sector services available within the community.
- Understanding of person and family centred planning and community development concepts.
- Is committed to providing quality customer services.
- Knowledge of relevant legislation and government policies.
- Driver's license or have access to transport.
- Lived experience of a having a disability would be advantageous.
- Strong time management and organisational skills.
- Excellent IT, written and verbal communication and reporting skills.
- Understanding of Te Tiriti o Waitangi.
- Demonstrates self-reflective practice
- Some flexibility with hours of work may be required to accommodate individual needs.

Our Organisation

1 in 4 New Zealanders live with an impairment; however our society does not operate in a way where everyone can participate. This lack of participation can be due to a physical barrier; a barrier created by other people's attitudes and behaviours; or by a lack of access to information. These barriers create an environment that disables people.

CCS Disability Action is an organisation that supports people of all ages, and across the diverse cultures and disabilities in Aotearoa/New Zealand society. We have a role in removing the many barriers that disable people encounter.

CCS Disability Action builds our work around three core documents:

- United Nations Convention on the Rights of Persons with Disabilities
- Te Tiriti o Waitangi
- New Zealand Disability Strategy

These documents mean we work within a human rights framework. We partner with disabled people, their families and whanau, to ensure that people with disabilities are in the driver's seat in their lives, have a positive and connected life, and that their local communities are more inclusive.

In our work, CCS Disability Action connects with all parts of Aotearoa/New Zealand. We recognise Maori as Tangata Whenua, and are committed to being in relationships with Hapu and Iwi so that we continue to develop our ability to support disabled Maori and their whanau.

CCS Disability Action has a regional structure with local offices. We provide disability support to over 6,500 disabled people and their families each year. We run the Mobility Parking scheme which supports over 95,000 people to more easily access their local towns and facilities

We measure success by our ability to connect people with disabilities with the range of life opportunities that every New Zealander might reasonably expect:

- belonging in a family or whanau
- learning
- having friends and relationships
- having choices about where we live
- having meaningful work and leisure opportunities
- participating in the community
- belonging culturally and spiritually in a way that has personal meaning

Our Foundation Statement

Te Hunga Haua Mauri mo nga Tangata Katoa

This statement forms the foundation of our identity and means that all people have Mauri, unique life force, and that we value every person equally.

Our Vision

Including All People

CCS Disability Action has a vision that every disabled person will be included in the life of their family and community.

To achieve our vision we are taking action to make Aotearoa/New Zealand a society where everyone plays their part to include all people - family members, friends, Hapu, Iwi, educators, health workers, business people, employers, councils, Government, community agencies and the public.

Our Purpose

To strengthen communities and provide support so people with disabilities are included in the life of their family and in their community.

We Value

- Mauri, the unique lifeforce of each person
- Disabled peoples' leadership
- The connections of family, whanau and community
- The common ground between us and also our differences
- The allies and partners in our work

I have read and understood the above Job Description and accept all of the above responsibilities incorporated herein.

Signed:

Name:
Service Coordinator

___/___/___
Date

Paula Young
Service Manager
CCS Disability Action Bay of Plenty Inc

___/___/___
Date