

## Job Description

<b>Position:</b>	<b>Visiting Service Coordinator</b>
<b>Reports to:</b>	<b>Age Concern Manager</b>
<b>Location:</b>	<b>Age Concern Wairarapa Office</b>
<b>Direct Reports</b>	<b>0</b>

### Organisational context

Age Concern Wairarapa (ACW) is a charity dedicated to people over 65, their friends, and whānau. We promote dignity, wellbeing, equity and respect and provide expert information and support services in response to older people's needs. We are active and vocal on relevant issues and work to ensure older people stay connected with their family, friends and community. We are affiliated to Age Concern New Zealand with whom we work closely.

**The Vision of Age Concern Wairarapa** is to be recognised as a leading contributor to the wellbeing of older persons/kaumātua in our Wairarapa communities.

We work with funders, public services, community organisations and individuals to achieve this.

Over recent years, the population of older people in Wairarapa has grown to nearly a quarter of the total Wairarapa population. Accordingly, the challenge has also grown to achieve **our Mission**: Helping, connecting and empowering older persons in Wairarapa. Our **Guiding Principles** are that our services are accessible, appropriate and affordable, inclusive, culturally appropriate and equally available to all.

Age Concern Wairarapa is committed to the principles of the Treaty of Waitangi, particularly those of partnership, participation and pro-active protection, and recognises Tikanga Māori values as being the key to Māori outcomes that are appropriate, accessible and affordable. There is an expectation that the principles will be applied in a measured and reasonable manner

The work of Age Concern Wairarapa has special reference to older people, koroua and kuia and is based on the **values of** being responsive, respecting all, caring, and being committed to wellbeing.

### Primary Objective

To decrease levels of social isolation and loneliness, and to increase social participation, health and wellbeing for older people receiving the service.

### Key aspects of the role

- Volunteer management
- Client assessment and support
- Community liaison
- Administration

## Key working relationships

Internal	External
Other employees	Members and customers
Volunteers	Volunteers
	Clients

## Key accountabilities and outcomes

For all accountabilities, there is an expectation of continuous quality improvement for systems and processes which enhance the effectiveness of ACW.

<b>Volunteer management</b>	<b><i>Source, coordinate and manage visiting volunteers</i></b> <ul style="list-style-type: none"> <li>Recruit VS volunteers</li> <li>Screen and employ VS volunteers</li> <li>Provide orientation and professional development for volunteer visitors</li> <li>Support visitors and monitor their performance</li> <li>Maintain records of visitor details</li> </ul>
<b>Client management</b>	<b><i>Receive referrals, coordinate and manage engagement with clients and significant others/whanau –</i></b> <ul style="list-style-type: none"> <li>Screen and process new referrals</li> <li>Assess clients and plan their support</li> <li>Assess, monitor, manage health and safety risks relating to provision of client support</li> <li>Match clients with visitors and or activities</li> <li>Manage clients waiting to be matched</li> <li>Review client support</li> <li>Maintain records of client details</li> <li>Refer/Enable client to access other services relevant to their situation (e.g. NASC, EARS etc.)</li> </ul>
<b>Community Liaison</b>	<b><i>Lead community engagement, awareness and education relating to reducing social isolation/loneliness through this service.</i></b> <ul style="list-style-type: none"> <li>Promotion of the Visiting Service and its benefits for older people</li> <li>Enable an effective and responsive referral pathway</li> <li>Establish and maintain links with key service providers, groups, and individuals in the community including those relevant to older persons from the range of cultures represented in the local older population.</li> </ul>
<b>Service Development</b>	<b><i>Contribute to the development and maintenance of an annual management plan for VS.</i></b> <ul style="list-style-type: none"> <li>Gather feedback client and visitor satisfaction</li> <li>Apply a quality improvement approach – respond to feedback, monitor outcomes and identify potential improvements for the service</li> <li>Regularly review the plan with the Manager</li> <li>Targets identified for the coordinator are completed within agreed timeframes</li> </ul>

<b>Administration</b>	<p><b><i>Provide reports as required in a timely fashion</i></b></p> <ul style="list-style-type: none"> <li>• Provide regular reports as requested by Age Concern management and Board</li> <li>• Meet contractual requirements as set out in current and future contracts including: provision of six-monthly reports to Age Concern New Zealand and supervision of the annual national client and visitor satisfaction survey as required</li> <li>• General administration tasks including record keeping and budgetary tasks as requested from time to time</li> <li>• All VS records are maintained using the appropriate systems, are up to date and can be accessed by the Manager if necessary</li> </ul>
<b>Professional Development</b>	<p><b><i>Commitment to continuous improvement</i></b></p> <ul style="list-style-type: none"> <li>• Demonstrate a commitment to ongoing professional development</li> <li>• Attend relevant development opportunities by Age Concern NZ as agreed with Manager</li> <li>• Identify and/or attend locally provided development opportunities relevant to the position as agreed with Manager</li> <li>• Knowledge of relevant legislation</li> </ul>
<b>Health and Safety</b>	<p><b><i>Capture and maintain all H&amp;S related records, comply with all health and safety requirements as outlined in the Health and Safety at Work Act 2015.</i></b></p> <ul style="list-style-type: none"> <li>• Demonstrate good Health and Safety behaviour at all times</li> <li>• Hazards are identified and reported to the Manager</li> <li>• All accident and near miss accident reports are completed and provided in a timely manner</li> <li>• Ensure all volunteers meet their Health, Safety and Wellbeing obligations</li> </ul>

**NOTE:**

The above accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

## Person Specifications

<b>Core Competency</b>	<b>Definition</b>
Planning and organising/work management	Effective self-management and ability to organise key tasks under time constraints and pressure. Effective at organising resources, information and people.
Quality orientation/attention to detail	Achieving target outcomes with a focus on ensuring all steps in that process are completed to a high level of quality and attention to detail. Outcomes are achieved on time and on spec.
Computer literacy	Knowledge and experience in using contemporary software packages, with the ability to learn new software packages quickly and autonomously. Proficient with full Microsoft Office suite and Excel.

Tikanga Māori	Recognises Tikanga Māori values as being the key to Māori outcomes and applies best practice to ensure the services provided are responsive to Māori needs and interests.
Communication	Effective interactions with others (incl. non-verbal). Expressing ideas effectively in individual and group situations. Adjusting language to the characteristics and needs of the audience. Expressing ideas clearly in documents that have organisation, structure, grammar, language and terminology adjusted to the needs of the audience.
Leadership	Effective leadership, management and motivation of others. Leads by example as well as by direction.
Team work/collaboration	Working effectively with the team (e.g. peers, manager, volunteers) to accomplish organisational goals
Customer service orientation	Giving high priority to satisfaction of customers (internal and external). Ability to resolve others' dissatisfaction/complaints in a timely and productive way.
Compliance	Full New Zealand driver's licence and current ability to drive Legally allowed to work in New Zealand Work with Vulnerable Persons - Pass a police vetting check, reviewed every three years

#### Personal Attributes

- Commitment to ACW's vision, mission and values
- Compassion for kaumātua / older people
- Proven ability to work autonomously, use initiative and common sense
- Results oriented, committed to achieving objectives and delivering excellence
- An eye for detail and a genuine desire for accuracy and compliance,
- Forward thinking, keen to look for process improvements,
- Ability to work independently and within a team,
- Willingness to contribute to the success of Age Concern Wairarapa.

This job description will be reviewed on a regular basis and amended within reasonable limits, as needed for the benefit of the organisation.

**Signed:** \_\_\_\_\_  
Employee (Date)

**Signed:** \_\_\_\_\_  
Manager (Date)