



www.heretohelpu.nz

Here to Help U – Connector POSITION DESCRIPTION

SMART TECH SOLUTIONS TO CONNECT LOCAL COMMUNITIES AND PEOPLE TO THE RESOURCES THEY NEED IN ORDER TO THRIVE

'Here to Help U' is an online system where people can easily and safely request the help they need. A dedicated group of community providers will have the benefit of a secure digital system to deliver people the timely support they need. Community providers are working tirelessly to ensure support services and supplies will be available to those in need. The new website now gives local people who are in hardship or needing help a one-stop-shop to go to. People can select from categories including food (food parcels and prepared meals), essential household items, mental health support, collection service, local general support, and safe social connection. The role of Connector is to be the interface between the person requesting help and the community provider.

RESPONSIBILITIES

You will

- Contribute to our reputation for excellence and innovation through delivering high quality service, and by seeking opportunity to continuously support the work that we do.
- Provide support to the Here to Help U team to deliver an efficient, top quality service
- Build and maintain relationships with Community Providers, ensuring sustainable connections to continue to provide assistance easily and safely

FOCUS

- Connect people to the service they need
- Create a community for service provision
- Capture the local need through accurate and robust information gathering
- Work collaboratively as part of a team and actively participate with all services and teams Here to Help U are working with.
- Act in a culturally safe and respectful manner and be mindful of the diverse nature of family, whānau and communities.

Kei konei mātou hei puna āwhina. mōu

KEY PERFORMANCE INDICATORS

- Demonstrate knowledge of local providers and the work they do.
- Consistently assign cases accurately to appropriate providers.
- Keep clear, concise notes on each case, supporting the providers to ascertain need accurately.
- Bring a proportionate number of cases to a satisfactory close.
- Ensure cases are assigned within KPI timeframes

ATTRIBUTES

- **ACTIVATOR**
Initiating events and making things happen
- **CONNECTOR**
Linking people, ideas and resources
- **LISTENER**
Pay attention to learn, to understand and empathize
- **PRACTICAL**
Purposeful and solutions focused
- **FORWARD THINKING**
Progressive, favouring innovation and development
- **IMAGINATIVE**
Curious and adaptable
- **GENEROUS**
Open handed and open hearted
- **KIND**
Caring, helpful, compassionate, and inclusive

REQUIREMENTS

- Strong skills and / or relevant experience in the field of mental health and / or social work.
- Strength in networking or good relationships in local community.
- Exceptional relationship building skills.
- Outstanding verbal communication and the ability to relate to people from all walks of life.
- Adaptable and problem-solving thinking.
- A focus to "Listen, Connect, Act"
- A whānāu focused approach
- Strong computer and technical ability and an ability to learn new systems quickly.