

## POSITION DESCRIPTION

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TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

### Position Details

**Position Title:** Senior Coordinator  
(Permanent)

**Team:** Youth Development Adults Team

### 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.

### Reports to

Service Manager

## Functional Relationships

### *Internal to CCS Disability Action*

- Other Senior Coordinators
- Service Manager
- Regional and Senior Management Team
- CCS Disability Action staff, independent contractors and volunteers
- Disability Action Team
- Niho Tupu
- CCS Disability Action Local Advisory Committee
- CCS Disability Action members
- CCS Disability Action staff at our National office as well as other branches

### *External to CCS Disability Action*

- Person, their family/whanau and governance group
- Iwi, hapu and Maori organisations within the region
- Pacific people, fanau, aiga and matai and matua, refugee and migrant groups within the region
- Funding agencies (and NASCs)
- Related disability and other community organisations
- State sector agencies

## Position Description

The Senior Coordinator Youth Development Adults Team, a member of the leadership group of CCS Disability Action, Northern Region, has responsibility for the coordination and delivery of quality support services. All services are developed and delivered in such a way that they reflect our commitment to supported lifestyles and community development and are in line with the organisations' strategic priorities document.

## **General Competencies**

**The following general competencies are required for this position:**

### **Understanding of and Commitment to Realising the Rights and Aspirations of Disabled People**

Commitment to the principles and rights outlined in the UN Convention on the Rights of people with disabilities and the NZ Disability Strategy and linking those into your everyday work.

### **Understanding and Commitment to Maori as Tangata Whenua**

Commitment to the articles and principles of the Treaty of Waitangi. Linking these with all aspects of service provision and the operations of CCS Disability Action. Engaging with bicultural developments. Knowledge of and respect for Tikanga and Te Reo.

### **Support of Disability Leadership**

Commitment to actively support and encourage disabled people taking on leadership roles in their own lives, within CCS Disability Action and within the wider community.

### **Focus on Outcomes for Disabled People**

Identifying, responding and delivering services to achieve the agreed outcomes expected by disabled people. Working effectively together with disabled people, their families/whanau and communities to achieve their stated outcomes, while managing these expectations within internal organisational and external constraints. Knowledge of current approaches to and tools for improving service quality and the achievement of quality outcomes. Understand and promote the interests and rights of people with disabilities to the organisation at all levels.

### **Relationship Management**

The ability to develop and sustain constructive relationships with a wide range of individuals, organisations and others to assist in achieving strategic and operational goals and outcomes for disabled people. Excellent skills in maintaining and developing trusting and accountable relationships with staff.

### **Communication Skills (written and oral)**

The ability to express thoughts and ideas clearly and effectively, both in writing and orally, to a range of audiences in a variety of situations. Ability to change the method and style of communication when required to deliver a message effectively. Ability to receive communications from others and to make an appropriate response.

### **Interpersonal Skills**

Commitment to interact with others in a way that shows understanding of and respect for their realities and concerns. Ability to reflect on and think about the effect of one's own behaviour, being able to change this behaviour to accommodate the needs of others and where appropriate ability to acknowledge

the impact of one's own behaviour on others. Ability to present a point of view in a way that leads to productive outcomes, and identifying alternatives and negotiating a satisfactory resolution to the conflict

### **Team Approach**

Ability to work co-operatively with others, to enhance and strengthen the diverse contributions of team members and to creatively build a way forward. Commitment and ability to proactively identify conflict and disagreement and willingness to manage and resolve those constructively. A flexible approach and a willingness to carry out tasks not ordinarily part of your own role. Willingness to make a contribution and take responsibility when this is in the best interests of disabled people and the organisation as a whole

### **Self Management**

Ability to identify what needs to be done, and to organise and motivate yourself to do it. Proactively identifying potential opportunities, problems or risks and initiating action to address these. Being prepared to tackle areas outside your immediate area of responsibility and expertise. Taking personal responsibility for managing workload to produce quality work, develop and work towards achieving a work plan including the delivery of outcomes within deadlines. Ability to manage yourself and your workload in environments of competing demands. Ability to adjust your approach as requirements change and cope with and move beyond any setbacks.

### **Understanding of Sector Contexts**

Understand and ability to work within the contexts of the community and disability sectors, as well as working with government agencies to achieve outcomes for disabled people and the organisation's strategic priorities.

### **Working with Diversity**

Ability to recognise and support cultural diversity as a positive contributor to the lives of disabled people and the organisation. Ability to relate to people from diverse backgrounds in a way that recognises and respects their cultural norms. Proactively seek opportunities to learn about cultural diversity and create opportunities for people from diverse backgrounds to contribute to the organisation.

### **Leadership Skills**

Ability to critically reflect on self and commitment to ongoing personal and professional growth and development. Ability to work positively and constructively with people to build a sense of common purpose and direction. Ability to work with others to facilitate the development of a vision, to hold that vision and enthuse and motivate others to work together achieving that vision. Ability to build effective, cooperative teams. Ability to manage staff within a performance management framework. Commitment to being accountable and holding others to account

## Position specific Tasks and Competencies- Senior Coordinator Youth Development Adults Team

In addition to the general competencies above, the following key tasks and performance indicators are outlined to indicate the skills, knowledge and personal attributes required to achieve the outcomes for this position.

Key Results Area	Key tasks	Performance Indicators
<b>Service Delivery</b>	<p>Provide effective co-ordination</p> <p>Provide regular supervision and support to staff who directly report to this position and other team members, when required</p> <p>Ensure that all staff receives appropriate internal and / or external professional supervision and cultural guidance.</p> <p>Ensure the individual action plan / support plan is in place and continually monitored and reviewed</p> <p>Ensure all staff are supported to succeed and are accountable</p> <p>Where appropriate be involved in the management and coordination of complex / high risk situations</p> <p>Respond and manage all duties after hours when rostered on the Youth Development Adults Team on call duty roster.</p>	<p>Quality support services are received meeting needs and aspirations</p> <p>Staff provide creative, flexible, responsive person/ family centred services.</p> <p>Action plan / support plan is regularly reviewed.</p> <p>Staff are supported to succeed in their work</p> <p>Staff performance is regularly evaluated and reported to the Service Manager</p> <p>Disabled people and their family/whanau are satisfied with how services are delivered.</p> <p>Services focus is on achieving quality outcomes for disabled youth and adults and their family/whanau.</p> <p>Complex / high risk situations are identified and appropriate actions are developed in consultation with the Service Manager and if required the staff involved</p> <p>Service delivery is aligned to the organisational values and strategic priorities</p>
<b>New Service Development</b>	<p>Regularly meet with staff reporting to this position to discuss any opportunities for new development</p> <p>Identify gaps in services and communicate to Branch Service</p>	<p>Supports are established meeting the needs and aspirations of disabled youth and adults</p> <p>Gaps are regularly identified</p>

Key Results Area	Key tasks	Performance Indicators
	<p>Manager</p> <p>Demonstrate courage, initiative and capability to challenge the status quo and recommend innovative solutions</p> <p>Development of other income or funding strategies to ensure a sustainable service</p> <p>Foster and develop positive relationships with relevant key stakeholders, other service providers and agencies.</p> <p>Provide access to information, advice on alternative housing options.</p> <p>Work across the community to achieve sustainable affordable accessible housing solutions, both through Trust property ownership and other solutions</p> <p>Work with the community to</p> <ul style="list-style-type: none"> <li>• Identify housing need</li> <li>• Develop housing strategies to increase sustainable accessible housing</li> <li>• Develop community profile as part of housing strategy analysis and development</li> </ul>	<p>CCS Disability Action is perceived by others as an excellent provider for services to disabled youth and adults</p>
<p><b>Service Contracts</b></p>	<p>Coordinate and supervise staff to ensure reporting and other accountabilities are provided accurately and on time</p> <p>Together with staff identify risks and communicate those to the Service Manager</p> <p>Work together with other staff and the Service Manager to ensure systems, processes and practices are in place.</p> <p>Provide information to assist in preparation of individualised budgets</p>	<p>All reports are accurate and delivered in time to the Service Manager for final sign off</p> <p>Risks are identified and proactively managed</p> <p>Contractual requirements are clearly identified and effectively managed</p> <p>High trust environments and relationships are in place</p>

<b>Key Results Area</b>	<b>Key tasks</b>	<b>Performance Indicators</b>
<b>Service Quality</b>	<p>Maintain and further improve systems and processes, templates and documents</p> <p>Conduct annual performance reviews with staff who directly report to this position and agree on a work plan for the year and review this regularly</p> <p>Ensure all staff have performance reviews, work plans and regular reviews</p> <p>Ensure any performance issues are managed in close partnership with the Service Manager in a fair, consistent and timely manner and in line with CCS Disability Action human resource policies and procedures</p> <p>Organise regular meetings with all staff, and participate in other team meetings, as appropriate</p> <p>Together with the Service Manager and the Resource Support and Operations Team ensure that all staff receive effective induction / orientation and on the job training within the first month of commencing employment and all staff are appropriately trained to undertake their specific duties/tasks</p> <p>Planning and organizing - establishing courses of action for self (and others) to ensure that work is completed efficiently and effectively; using problem solving and planning skills to make judgements and take appropriate actions; and anticipating future opportunities, problems and potential obstacles.</p>	<p>Helpful and useful systems and processes are in place to ensure that service quality is high for all people we support and contract requirements are met</p> <p>The work of the Youth Development Adults team is aligned to the organisational values and objectives;</p> <p>Services are delivered in an ethical, efficient and effective manner.</p> <p>All staff understands and applies the Supported Lifestyles and Community Development concept models, have the ability to articulate these concepts and demonstrate their understanding through the ways they work.</p> <p>Staff know their strengths and their areas for improvement</p> <p>All staff have a training program</p> <p>All services comply with all legal, contractual and organizational requirements</p> <p>We are known for our quality services and expertise in the areas of disabled youth and adults and their family/whanau</p>
<b>Health &amp; Safety</b>	<p>Drive quality improvement activities and contributes to regional planning</p> <p>The annual Quality and Risk and Health and Safety plans are implemented as agreed by the groups.</p>	<p>Drive quality improvement activities and contributes to regional planning.</p>

Key Results Area	Key tasks	Performance Indicators
	<p>Any complaints and incidents and accidents are managed and reported to the Service Manager. Risks and trends are appropriately escalated to the Service Manager.</p> <p>Client and stakeholder surveys and Internal Audit actions are completed in accordance with the Internal Audit Plan and Business Plan.</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>Recognise safety issues for children, young people and vulnerable adults, respond to these and refer to appropriate supports / organisations (internal and external).</p>
<p><b>Community Links</b></p>	<p>Work together with the Service Manager and the Organisational Leadership Team to ensure that:</p> <ul style="list-style-type: none"> <li>• Through our work with individuals opportunities for improvements for disabled people are identified</li> <li>• Trends, concerns and issues are identified and articulated to the appropriate agencies</li> <li>• Relationships with Tangata Whenua and disabled people are formed and maintained</li> <li>• A human rights perspective is maintained in all our communications, representations and community</li> </ul>	<p>Internal collaborations between the Youth Development Adults Team and the Organisational Leadership Team generate new initiatives and relationships.</p>



Key Results Area	Key tasks	Performance Indicators
	development activities <ul style="list-style-type: none"> <li>Relationships developed with relevant social housing providers in Auckland</li> </ul>	
<b>Working Together within CCS Disability Action</b>	Work collaboratively with all staff, governance members and CCS Disability Action members Participate proactively together with other Senior Coordinators and your Service Manager in the work of the Youth Development Adults Team Participate and proactively contribute to the work of the Regional and Senior Management Team Report regularly to the Service Manager, attend regular supervision sessions and proactively raise issues of concern Undertake other such duties / tasks as are allocated by and / or agreed with the Service Manager	Staff work effectively across all services, teams and across the region Youth Development Adults Team operates effectively, efficiently and addresses relevant issues Regular reports to Branch Service Manager are provided Regional management team meetings are regularly attended and participation in relevant work is evident Risk to CCS Disability Action identified and managed proactively

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

Signed:

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**Senior Coordinator**

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**Date**

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**General Manager**

\_\_\_/\_\_\_/\_\_\_  
**Date**