

# Service Coordinator - Vocational



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| <b>REPORTS TO</b>              | Service Manager – Vocational                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>DELIVERY AREA</b>           | Living Plus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>DIRECT REPORTS</b>          | <ul style="list-style-type: none"> <li>• <b>Community Support Worker</b></li> <li>• <b>Programme Co-ordinators</b></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>DELEGATIONS</b>             | Tier 5<br>In accordance with current delegations' policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>SALARY BAND</b>             | \$65,280.00 - \$81,600.00 per Annum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>HOURS OF WORK</b>           | 80 Hours per fortnight                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>LOCATION</b>                | Kapiti                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>ROLE PURPOSE</b>            | <p>To assist the Service Manager in coordinating services in MASH Trust Disability Vocational services.</p> <p>To coach and develop Community Support Workers performance and capability.</p> <p>To support in building a strong culture of team performance and competence.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>OPERATIONS TEAM PURPOSE</b> | <p>As a member of the MASH Operations Team, you will play a role in shaping MASH service delivery to meet the needs of an evolving sector.</p> <p>The Operations Team is responsible for operationalising the MASH Quality Framework and The MASH Way in all aspects of service delivery to meet the changing expectations, needs and aspirations of the people we support and to ensure MASH remains a partner of choice for our funders and stakeholders.</p> <p>The Team will drive operational efficiency and compliance with statutory requirements, while also being focused on the future and the changes needed to continuously improve delivery of quality, people-centric services.</p> <p>By leading for the future, living the MASH values, delivering operational excellence, and being connected with stakeholders, this role will contribute to the continued growth of MASH's reputation and influence.</p> <p>The Service Coordinator supports the operational management of the Living Plus services across Kapiti MASH's operating area.</p> |

*MASH Trust is an innovative provider of health and disability support services in the lower North Island, supporting over 2000 people and whanau.*

## MASH TRUST MISSION

*Working together to achieve great lives*

## OUR VALUES

|                      |                                                                |
|----------------------|----------------------------------------------------------------|
| <b>Relationships</b> | Build open relationships based on honesty and respect          |
| <b>Communication</b> | Communicate with an open mind and heart                        |
| <b>Mana</b>          | Recognise and promote the mana and strengths of the individual |
| <b>Opportunities</b> | Take opportunities to learn and grow together                  |
| <b>Believe</b>       | Believe that together we will make a difference                |
| <b>Fun</b>           | Make fun a goal                                                |

## KEY RELATIONSHIPS

Internal:

- ▶ Service Managers
- ▶ Service Coordinators
- ▶ Programme Coordinator
- ▶ Community Support Workers
- ▶ Enabling Services

External:

- ▶ Te Whatu Ora Health New Zealand,
- ▶ Whaikaha Ministry of Disabled People
- ▶ Kianga Ora
- ▶ Health professionals and providers
- ▶ Community Health Teams
- ▶ Family/Whānau and Tangata Whenua
- ▶ Contractors, Suppliers and other stakeholders supporting service delivery

## KEY RESULT AREAS

| Key Accountabilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                          | Performance Measures                                                                                                                                                                                                                                                                   |
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| <p><b>Organisation Service Design and Development:</b></p> <p>This function focuses on creating and improving services that meet the needs of the 'customer' (internal and external), whānau and our funders. It involves understanding peoples' needs through research, analysis and feedback, co-designing, testing and validating service offerings (considering factors such as features, pricing, delivery channels, and user experience), development and implementation of the service.</p> | <p>Work with the Service Manager to identify opportunities within vocational services and improve service delivery.</p> <p>Provide a quarterly report to the Service Manager detailing feedback from the 'customers' (internal and external) who are utilising the vocational service provided by MASH Trust</p>                                                                                                                               | <p>Feedback received from the 'customer' (internal and external) must reflect MASH Trust values in service delivery, a positive vocational user experience and a <b>strong</b> culture of team performance and competence.</p>                                                         |
| <p><b>Service Growth and Development:</b></p> <p>This function focuses on identifying and developing opportunities to expand or evolve existing services, to enhance reach, quality and outcomes for the people we support. Throughout the service lifecycle, the function monitors service performance, gathers feedback, and incorporates continuous improvement initiatives to enhance service quality and the satisfaction of the people we support.</p>                                       | <p>Provide service specific data and trends for reporting purposes against contractual outcomes.</p> <p>Provide a quarterly report on identified opportunities for growth or service improvement to existing vocational services to Service Manager.</p> <p>Ensure that Programme Coordinators &amp; Community Support Workers are continuously improving their capability and performance</p>                                                 | <p>Contractual outcomes are being met.</p> <p>Service provision is continuously aligned with needs of the customer (internal and external)</p> <p>Programme Coordinators and Community Support Workers are meeting all of their performance and capability requirements each year.</p> |
| <p><b>Regional Connectivity Management:</b></p> <p>This function focuses on establishing and maintaining strong connections, partnerships, and collaborations within a specific region or geographical areas. It involves facilitating communication, knowledge sharing, and coordination among various stakeholders to ensure seamless service delivery, promote initiatives, and address the unique support needs of the local population.</p>                                                   | <p>Establish and maintain strong relationships and partnerships across the local area and with the 'customer' (internal &amp; external)</p> <p>Champion MASH initiatives and promote its vocational services within the local area</p> <p>Develop relationships with potential referrers</p> <p>Report quarterly on new connections created.</p> <p>Develop and maintain a strategic plan to establish and maintain regional connectivity.</p> | <p>Increase external relationships and potential customer base year on year.</p> <p>Establish great communication pathways with various stakeholders in the region</p>                                                                                                                 |

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| <p><b>People We Support and Whanau Information:</b></p> <p>This function focuses on providing relevant and accurate information to the people we support and their whanau to support informed decision-making regarding their goals and needs. It involves the creation, dissemination, and accessibility of resources that empower them to make educated choices and enable good lives.</p>                                                                                                                                                                                          | <p>Provide relevant, accurate information to the people we support</p> <p>Disseminate and make accessible resources that empower people to make educated choices and enable good lives</p> <p>Facilitate the forum for people we support and their whanau to have a voice in the service they receive</p>                                                                                                                                                                                                                        | <p>All people we support will have up to date and regularly reviewed plans, providing goals and aspirations</p> <p>The people we support and their Whanau/ guardians will have continuous access to accurate and relevant information.</p>                                                                                         |
| <p><b>Service Vacancy Management:</b></p> <p>This function focuses on the monitoring, management and reporting of vacancies in living plus sites. It involves maintaining an accurate inventory of available spaces, coordinating access, and optimising the occupancy rates. It includes communication with people we may support, referrers and funders, and regular reporting on vacancies.</p>                                                                                                                                                                                    | <p>Monitor, manage and report on vacancies in the area of responsibility</p> <p>Maintain an inventory of available spaces and coordinate access to optimise occupancy rates</p> <p>Provide a quarterly report on vacancies within service.</p>                                                                                                                                                                                                                                                                                   | <p>Referrer connections will increase and transitional management plans are continuously maintained year on year.</p> <p>No vacancies in service will continue for more than 6 months in duration without good reason.</p>                                                                                                         |
| <p><b>Service Delivery:</b></p> <p>This function focuses on the coordination and provision of high quality services to the people we support, and delivery of services internally within the organisation. It plays a vital role in establishing and maintaining positive relationships with the people we support (and across MASH teams), implementation and execution of service activities, adhering to established standards, continuously improving service processes, enhancing the overall reputation of the organisation, and differentiating MASH from other providers.</p> | <p>Coordination and provision of high quality services to the people we support</p> <p>Establish and maintain positive relationships with the people we support and across MASH teams</p> <p>Adhere to all relevant MASH policies and standards operating procedures</p> <p>Ensure staff are competent and trained in accordance with their required learning.</p> <p>Demonstrate that the service recognises the voice of the people we support and whanau and use continuous feedback streams to improve service delivery.</p> | <p>Everyday tasks will be able to be demonstrated to align with policy and procedure</p> <p>Feedback from customers (Internal and external) will be demonstrate highest standard of service quality is being delivered</p> <p>Demonstrate that the values and vision of MASH is being practiced in day to day service delivery</p> |

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| <p><b>Service Documentation Creation:</b></p> <p>This function focuses on creating and maintaining accurate and comprehensive documentation related to service delivery. It involves capturing and documenting essential information, processes, and outcomes to support effective service provision, quality assurance, and regulatory compliance.</p>                                                                     | <p>All Service information must be well documented.</p> <p>Essential information, processes, and outcomes to support effective service provision, quality assurance, and regulatory compliance must be documented.</p> <p>All documentation must be maintained and ready to share if requested.</p>                                                      | <p>All person centred plans for the people we support are up to date, accessible, and documented.</p> <p>All records, information will be accurate and accessible at all times.</p>                                                                                                                                             |
| <p><b>Rostering Management:</b></p> <p>This function focuses on the process of creating and managing work schedules of staff, to support the optimal allocation of resources. It involves, shift planning, understanding employee constraints, workload distribution, compliance and fairness, and roster communication.</p>                                                                                                | <p>Ensure that the service always meets the required support ratios and the rostered shift patterns remain at a safe level to deliver service</p> <p>Assist and contribute to leave planning for staff</p> <p>In consultation with Service Manager, all unexplained absences will be managed effectively and in a timely manner</p>                      | <p>At all times the service must operate with a safe and well trained level of staffing.</p> <p>Rostering practices will always be in accordance with employment contracts, job descriptions and the needs of the service</p>                                                                                                   |
| <p><b>People We Support and whanau complaints management:</b></p> <p>This function focuses on effectively addressing and resolving complaints from people we support and their whanau regarding the services provided by the organisation. It involves establishing a structured process for complaint handling, ensuring timely response and resolution, and using feedback to drive improvements in service delivery.</p> | <p>Investigate and manage customer complaints in a timely manner</p> <p>Assist the Service Manager with communications and corrective actions following any complaints process.</p> <p>Keep accurate record of all complaints received</p> <p>Ensure all people we support, whanau and internal / external stakeholders are aware of how to complain</p> | <p>All complaints must be notified within 48 hours of receipt to the Service Manager.</p> <p>Complaints are dealt with in a timely manner.</p> <p>Implemented corrective actions are reviewed and maintained. All staff and service users are aware of the implemented corrective actions and follow the corrective action.</p> |
| <p><b>Enabling Service Environment:</b></p> <p>This function focuses on ensuring the service has the necessary resources and infrastructure to support service provision and deliver high-quality services effectively and efficiently.</p>                                                                                                                                                                                 | <p>Identify gaps in service environment and report to Service Manager</p>                                                                                                                                                                                                                                                                                | <p>All resources and infrastructure are relevant, up to date and support an enabling service environment.</p>                                                                                                                                                                                                                   |

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| <b>Procurement:</b><br><br>This function focuses on managing the process of acquiring goods, services, and resources required by the organisation to support its operations. It involves strategic sourcing, vendor management, contract negotiation, and ensuring value for money in procurement activities.                                                                                                 | Purchasing and procurement of goods, services and resources to maintain inventory and support day to day operations, within delegations                                                                                                                      | Following of MASH policy and procedures<br><br>Ensuring that resources and goods are of value to the service and those who attend, more than just being a nice to have                                  |
| <b>Te Tiriti O Waitangi:</b><br><br>This function focuses on MASH's commitment to honouring the Te Tiriti principles of Rangatiratanga, equity, active protection, options, partnership. It involves building reciprocal relationships and partnerships with Māori, including the Kahu Whakaruru (internal Maori caucus) to support the delivery of equitable access and outcomes for Māori and their whanau. | Support the delivery of equitable access and outcomes for Māori and their whanau<br><br>Build reciprocal relationships and partnerships with Māori<br><br>Honour the Te Tiriti principles of Rangatiratanga, equity, active protection, options, partnership | Operate in line the principles of Te Tiriti O Waitangi<br><br>Collaborate with local organisations<br><br>Ensure Kaupapa Maori is embedded into service delivery to all                                 |
| <b>People, Culture and Wellbeing:</b><br><br>This function focuses on attracting, developing and retaining a talented and engaged workforce. It includes talent acquisition, staff engagement and retention, performance management, learning and development, staff wellbeing, remuneration and reward, employment relations, and industrial relations.                                                      | Assist with recruiting new staff<br><br>Engage and retain staff<br><br>Onboard new staff<br><br>Manage staff performance, learning and development<br><br>Support processes that support staff wellbeing                                                     | Ensure the service is staffed within budget<br><br>Manage the onboarding, training and development of all staff<br><br>Ensure a people first culture<br><br>Establish and maintain a great team dynamic |

## PERSON SPECIFICATION

The ideal applicant for this position will be able to fulfil the following criteria:

Required competencies:

A successful Service Co-ordinator at MASH Trust will demonstrate the following competencies:

|         |                                                                                                                                                                                                                                                                                                                                                  |
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| THOUGHT | Decision quality <ul style="list-style-type: none"> <li>▶ Make sound decisions, even in the absence of complete information.</li> <li>▶ Rely on a mixture of analysis, wisdom, experience, and judgment when making decisions.</li> <li>▶ Consider all relevant factors and uses appropriate decision-making criteria and principles.</li> </ul> |
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|         |                          | <ul style="list-style-type: none"> <li>▶ Recognize when a quick 80% solution will suffice. Able to complete tasks by specified deadlines</li> </ul>                                                                                                                                                                                                                                                 |
|         | Business insight         | <ul style="list-style-type: none"> <li>▶ Know how businesses work and how organisations make money.</li> <li>▶ Keep up with current and possible future policies, practices, and trends in the organisation, with the competition, and in the marketplace.</li> <li>▶ Use knowledge of business drivers and how strategies and tactics play out in the market and guide actions.</li> </ul>         |
|         | Customer focus           | <ul style="list-style-type: none"> <li>▶ Gain insight into customer needs.</li> <li>▶ Identify opportunities that benefit the customer.</li> <li>▶ Build and delivers solutions that meet customer expectations.</li> <li>▶ Establish and maintains effective customer relationships.</li> </ul>                                                                                                    |
| RESULTS | Ensure accountability    | <ul style="list-style-type: none"> <li>▶ Follow through on commitments and makes sure others do the same.</li> <li>▶ Act with a clear sense of ownership.</li> <li>▶ Take personal responsibility for decisions, actions, and failures.</li> <li>▶ Establish clear responsibilities and processes for monitoring work and measuring results.</li> <li>▶ Design feedback loops into work.</li> </ul> |
| PEOPLE  | Build effective teams    | <ul style="list-style-type: none"> <li>▶ Form teams with appropriate and diverse mix of styles, perspectives, and experiences.</li> <li>▶ Establish common objectives and a shared mindset.</li> <li>▶ Create a feeling of belonging and strong team morale.</li> <li>▶ Share wins and rewards team efforts.</li> <li>▶ Foster open dialogue and collaboration among the team.</li> </ul>           |
|         | Build networks           | <ul style="list-style-type: none"> <li>▶ Build strong formal and informal networks.</li> <li>▶ Maintain relationships across a variety of functions and locations.</li> <li>▶ Draw upon multiple relationships to exchange ideas, resources, and know-how.</li> </ul>                                                                                                                               |
|         | Drive vision and purpose | <ul style="list-style-type: none"> <li>▶ Talk about future possibilities in a positive way.</li> <li>▶ Create milestones and symbols to rally support behind the vision.</li> <li>▶ Articulate the vision in a way everyone can relate to.</li> <li>▶ Create organisation-wide energy and optimism for the future.</li> <li>▶ Show personal commitment to the vision.</li> </ul>                    |
|         | Communicate effectively  | <ul style="list-style-type: none"> <li>▶ Is effective in a variety of communication settings: one-on-one, small, and large groups, or among diverse styles and position levels.</li> <li>▶ Attentively listens to others.</li> <li>▶ Adjusts to fit the audience and the message.</li> <li>▶ Provides timely and helpful information to others across the organization.</li> </ul>                  |

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|      |                          | <ul style="list-style-type: none"> <li>▶ Encourages the open expression of diverse ideas and opinions.</li> </ul>                                                                                                                                                                                                                          |
| SELF | Instil trust             | <ul style="list-style-type: none"> <li>▶ Follows through on commitments.</li> <li>▶ Is seen as direct and truthful.</li> <li>▶ Keeps confidences.</li> <li>▶ Practices what is preached.</li> <li>▶ Shows consistency between words and actions.</li> </ul>                                                                                |
|      | Situational adaptability | <ul style="list-style-type: none"> <li>▶ Picks up on situational cues and adjusts in the moment.</li> <li>▶ Readily adapts personal, interpersonal, and leadership behaviour.</li> <li>▶ Understands that different situations may call for different approaches.</li> <li>▶ Can act differently depending on the circumstances</li> </ul> |

## Required experience/qualifications

### Job Specific Knowledge and Skills:

- ▶ Strong leadership skills
- ▶ Cultural awareness
- ▶ Understanding the needs of the people we support and their supporters
- ▶ Identifying areas for improvement and giving constructive feedback
- ▶ Team building with Home Coordinators and CSW's
- ▶ Managing within MASH's systems and processes
- ▶ Strong Communication skills
- ▶ Problem solving ability

### Job specific experience:

- ▶ Team focused and team building
- ▶ Proven experience of leading and managing teams within a H&D service
- ▶ Report writing ability
- ▶ An understanding of cultural issues, tikanga and te Tiriti o Waitangi and its implications for MASH.

### Qualifications and other requirements:

- ▶ Relevant experience/suitable qualification
- ▶ Ability to manage difficult conversations
- ▶ Good time management
- ▶ Flexibility – hours and working locations as needed
- ▶ Able to build rapport with the people we support and their supporters
- ▶ An understanding of the Health and Safety of workers
- ▶ Time management skills
- ▶ Relationship building skills

## **AUTHORISATION AND ACKNOWLEDGEMENT**

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Signing this position description indicates agreement and acceptance of the contents and conditions.

Acknowledged/ Accepted:

Employee

Date

Manager

Date