

Service Coordinator



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

REPORTS TO	Service Manager
DELIVERY AREA	Programmes Function
DIRECT REPORTS	Nil
DELEGATIONS	Tier 5 - in accordance with the current Delegations Policy
SALARY BAND	Service Coordinator
HOURS OF WORK	80 Hours per fortnight
ROLE PURPOSE	<p>To operate collaboratively across Functions as One Team, by optimising the opportunities and tackling the challenges in front of us together.</p> <p>To coach Community Support Workers to develop their performance.</p> <p>To build and support a strong culture of team performance.</p>
PROGRAMMES TEAM PURPOSE	<p>The Programmes Team operationalises the MASH Quality Framework and The MASH Way in all aspects of Services 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 service</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 their Service Manager and their Service Coordinator team. You will play a key role in shaping the quality of MASH's service delivery to meet the needs of an evolving sector</p>

MASH TRUST MISSION

Working together to achieve great lives

OUR VALUES

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

KEY RELATIONSHIPS

Internal:

- ▶ Service Managers
- ▶ Community Support Workers
- ▶ Other MASH Managers and staff
- ▶ Regional Leadership Teams
- ▶ Community of Practice: Service Coordinators

External:

- ▶ Family/Whānau and the people we support.
- ▶ NASC and other service providers, as required by the Service Manager
- ▶ Local community agencies and resources

KEY RESULT AREAS

Key Accountabilities	Tasks	Performance Measures
Organisation Service Development: Support the creation and improvement of our Services so that staff meet the needs of the people we support, their whānau and our funders	<ul style="list-style-type: none">• Support the Service Manager to implement/ enhance service provision• Lead staff development planning and coach them to build their strengths• Lead, monitor and report on the personal planning process	
People, Culture and Wellbeing: Attract, develop and retain a talented and engaged workforce. This includes talent acquisition, staff well-being, engagement, learning & development, performance development and retention	<ul style="list-style-type: none">• Support the recruitment of new staff, and sponsor their onboarding and induction to build engagement and well-being• Lead the Performance Development Plan process in your area, and coach our staff to develop and achieve their	

Refer performance issues to the Service Manager	<ul style="list-style-type: none"> goals in alignment with the Operating Model Support the Service Manager to respond to staff performance issues 	
Service Delivery: Coordinate the provision of high-quality service to the people we support	<ul style="list-style-type: none"> Clarify expectations with staff for the standards of a high-quality service for the people we support Monitor, manage and report service standards Establish and maintain positive relationships with the people we support and across MASH teams 	
Te Tiriti O Waitangi: Honour the Te Tiriti principles of Rangatiratanga. Build relationships with Māori to support the delivery of equitable access and outcomes for Māori and their whānau	<ul style="list-style-type: none"> Support the delivery of equitable access and outcomes for Māori and their whānau Honour Te Tiriti principles of Rangatiratanga: Participation, Partnership and Protection 	
Consumer and Whānau Information: Provide relevant and accurate information to the people we support and their whānau to support informed decision-making	<ul style="list-style-type: none"> Lead the provision of high quality, relevant and accurate information to the people we support and their whānau Ensure access to appropriate resources that empower people to make educated choices and enable good lives 	
Service Documentation: Monitor, maintain and report on the standard of our Service documentation	<ul style="list-style-type: none"> Capture essential information, processes and outcomes to support effective Services provision, quality assurance, and regulatory compliance Monitor, feed-back to and coach staff in the standards for our documentation, e.g. Nga Paerewa, Services contracts 	
Rostering Management: Monitor work schedules of staff, to support the optimal allocation of resources	<ul style="list-style-type: none"> Support Rosters & Ops and/or the Service Manager to ensure rosters are appropriately staffed 	
Service Resourcing:	<ul style="list-style-type: none"> Monitor and discuss with the Service Manager any capability 	

Monitor the staffing structure to ensure it is effective and sufficient to deliver the service provision to standard	improvements and resources allocation that would enhance Services delivery	
Innovation: Identify opportunities for growth and innovation aligned with the Operating Model and MASH strategy.	<ul style="list-style-type: none"> Identify opportunities for growth and innovation; and discuss and evaluate them with the Community of Practice: Service Coordinators, Regional Leadership Team and Service Manager 	
Regional Connectivity Management: Appropriately establish and maintain strong connections, partnerships and collaborations within a specific region or geographic area	<ul style="list-style-type: none"> In collaboration with the Service Manager apply the Stakeholder Engagement Plan Maintain strong relationships and partnerships across the local area and with the people we support Promote MASH initiatives in the local area 	
Consumer and whānau complaints management: Lead the standards for complaints' receipt, reporting and response. Use feedback and Learning Reviews to drive improvements in Services delivery	<ul style="list-style-type: none"> Enact, coach, monitor and report the quality standards for MASH's consumer and whānau complaints process Assist the Service Manager, as directed, in the investigation and management of complaints in a timely manner 	

PERSON SPECIFICATION

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

Required competencies

A successful Service Coordinator at MASH Trust will demonstrate the following competencies:

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

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

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