

POSITION DESCRIPTION

Social Connection Coordinator – Hutt Valley

Job Title:	Social Connection Coordinator – Hutt Valley
Responsible to:	Chief Executive, Age Concern Wellington Region (ACWR)
Background:	<p>ACWR provides services which help older people live their best lives. This means:</p> <ul style="list-style-type: none">• protecting our older people from avoidable harm• connecting older people with each other and their communities• promoting health and wellbeing• enabling older people to maintain independence• providing information and opportunities for fulfilment. <p>ACWR has a well-established Visiting Service programme in the Hutt Valley and is working to establish and grow new social connection activities.</p>
Position Scope:	<p>This position is responsible for developing our social connection activities in the Hutt Valley. This includes;</p> <ul style="list-style-type: none">• Our well-established Visiting Service• Our Companion Walking Service• Activities that are part of our Connect programme <p>The weightings of these tasks (hours per week) will be determined by the CEO and may change from time to time. However, the majority will be spent on the Visiting Service.</p>
Key relationships:	CEO, Board, coordinators and other staff, members, volunteers, grant making organisations.

Ideal person specification

Skills required:

- Excellent relationship and team building skills
- Demonstrable ability to coordinate a number of activities and people
- Adult education skills
- Ability to work with a wide range of people
- Ability to communicate (in writing and verbally) effectively with a wide range of people and in a wide range of settings
- Problem solving and creative thinking skills

- Full New Zealand driver's licence and current ability to drive
- Basic office software skills

Experience/knowledge required:

- Understanding of the needs and issues of older people
- Understanding and experience of the Hutt Valley's local communities, service providers and networks
- Experience in working with and managing volunteers
- Understanding of and experience in building teams
- Knowledge of how community groups work
- Knowledge of relevant legislation (e.g. the Privacy Act)
- An awareness of and commitment to health and safety procedures

Personal qualities required:

- Alignment with ACWR's values
- Empathy with older people, their families and caregivers
- Respect for the beliefs, values, and cultural practices of other people
- Respect for personal privacy and the protection of personal information
- An ability to work independently and as part of a team
- Self-motivation and a can-do attitude
- Honest, reliable, and resilient
- Energetic and adaptable

As this role has regular contact with older people who may be vulnerable, you will need to be fully vaccinated and boosted against Covid-19.

Job Purpose and Outcomes:

Purpose:

To decrease levels of social isolation and loneliness, to reduce physical and mental health risks, and to increase social participation, health and wellbeing for Hutt Valley seniors receiving our services.

This is achieved by:

- Carefully selecting and developing volunteers who will establish and maintain a friendly and companionable relationship with clients and support them where possible to participate in a wider range of community activities and to build links outside their current circle of contacts.
- Carrying out initial assessments of client referrals and ongoing reviews of client and visitor relationships to ensure that client needs continue to be met.
- Making referrals to other agencies as required to meet client needs that fall outside the scope of our services.
- Coordinating the development of new opportunities for social connection
- Liaising and collaborating with council staff and other community organisations.

Outcomes expected:

- Older people will report feeling happier, less lonely, and more interested in life as a result of receiving our services.
- Older people receiving our services will have opportunities to build links outside their current circle of contacts.
- Older people receiving our services will be referred as required to other agencies to meet needs that fall outside the scope of ACWR services.

Area of Activity	Key Tasks	Expected performance
ACCREDITED VISITOR SERVICE		
Volunteer Management	Recruit and select volunteer visitors.	<ul style="list-style-type: none"> ▪ Volunteers are recruited and selected to meet the needs of the Visitor Service clients accepted by this service ▪ All volunteers are recruited because they have the skills and attributes needed to be a Visitor Service visitor ▪ All visitors are given a job description. ▪ All other recruitment requirements in the Age Concern New Zealand Visiting Service standards are met for all visitors.
	Provide orientation and professional development for volunteer visitors.	<ul style="list-style-type: none"> ▪ All volunteers receive orientation within an appropriate timeframe. ▪ All visitors are given opportunities for professional development, which meet the job requirements and their own needs in working as a volunteer for Age Concern.
	Support visitors and monitor their performance.	<ul style="list-style-type: none"> ▪ All visitors are offered regular ongoing support and receive a review of their work with their client / clients as appropriate. ▪ All visitors receive recognition for the work they do.
	Maintain records of visitor details.	<ul style="list-style-type: none"> ▪ Visitor contact and application details are entered into the national database and ACWR's CRM system. ▪ A record of visitor orientation and ongoing support and professional development activity is kept up to date on the national database. ▪ Matches with clients are recorded on the national database and ACWR's CRM system. ▪ A record of completed visits is kept on the national database as required for reporting.
Client Management	Client referrals are contacted and assessed.	<ul style="list-style-type: none"> ▪ All older people referred to this service are contacted when suitable volunteer support is available.

Area of Activity	Key Tasks	Expected performance
ACCREDITED VISITOR SERVICE		
		<ul style="list-style-type: none"> ▪ All referrals are acknowledged within 48 hours. ▪ All older people referred to this service are assessed for eligibility against the criteria stated in the Age Concern New Zealand Visiting Service standards.
	Older people accepted as Visitor Service clients are matched with an appropriate visitor subject to availability.	<ul style="list-style-type: none"> ▪ All clients and visitors are matched by mutual agreement taking into account the criteria for matching in the Age Concern New Zealand standards.
	Client numbers are managed within the resources available.	<ul style="list-style-type: none"> ▪ A waiting list is maintained consistent with Age Concern New Zealand Visiting Service standards.
	The relationship between client and visitor is monitored to ensure the aims of the Visitor Service are met.	<ul style="list-style-type: none"> ▪ Feedback from clients and visitors gives evidence of the friendships developed and satisfaction with the service. ▪ Clients report feeling happier and more interested in life as a result of the service.
	Maintain records of client details.	<ul style="list-style-type: none"> ▪ Client contact and referral details are entered on the national database and ACWR's CRM system. ▪ Matches with visitors are entered in the national database and ACWR's CRM system. ▪ Client action plans are entered on the national database and regularly updated and reviewed in line with the Age Concern New Zealand Visiting Service standards.
Service Development	Contribute to the development and maintenance of an annual plan for the Visiting Service.	<ul style="list-style-type: none"> ▪ The annual plan contains information provided by the Visiting Service Coordinator. ▪ This plan is reviewed regularly, applied and amended as agreed between the Coordinator and manager. ▪ Targets identified for the Coordinator are completed within the timeframes agreed.
	Ensure the Visiting Service meets all Age Concern New Zealand Visiting Service standards required, within the boundaries of this position.	<ul style="list-style-type: none"> ▪ Annual assessment shows that all Age Concern New Zealand Visiting Service standards are met. ▪ Annual surveys of both referring agencies and clients show satisfaction with the service.

Area of Activity	Key Tasks	Expected performance
ACCREDITED VISITOR SERVICE		
Administration	Provide regular reports as requested by the CEO.	<ul style="list-style-type: none"> ▪ Reports are provided to the CEO as requested in the manner and timeframe agreed.
	Meet contractual requirements as set out in current and future contracts including: provision of six monthly reports to ACNZ and supervision of the annual national client and visitor satisfaction surveys as required.	<ul style="list-style-type: none"> ▪ Reports are provided to National Office in the format and within the timeframes requested. ▪ National surveys are administered as required.
	General administration tasks including record keeping and budgetary tasks as requested from time to time.	<ul style="list-style-type: none"> ▪ All Visiting Service records are maintained and up to date to ensure: <ol style="list-style-type: none"> 1. reporting deadlines can be met and 2. the CEO can access them in the Coordinator's absence if necessary. ▪ All expenditure is within agreed budget.

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COMPANION WALKING SERVICE		
Volunteer Management	Recruit and select volunteer walking companions.	<ul style="list-style-type: none"> ▪ Volunteers are recruited and selected to meet the needs of clients accepted by this service ▪ All volunteers are police checked and given a job description.
	Train and support volunteers and monitor their performance.	<ul style="list-style-type: none"> ▪ All volunteers receive appropriate training and feel confident in their ability. ▪ All volunteers are offered regular ongoing support and receive a review of their work with their client / clients at least every 12 months. ▪ All volunteers receive recognition for the work they do.
Client Management	Respond to enquiries, bookings and complete client assessments.	<ul style="list-style-type: none"> ▪ All enquiries/bookings are responded to within an agreed timeframe. ▪ All potential clients are assessed according to set standards and records filed.
	Clients matched with volunteers.	<ul style="list-style-type: none"> ▪ Each client is matched with a suitable volunteer. ▪ All client/volunteer matches are monitored and any issues arising are addressed in a timely and appropriate manner.
	Service performance is recorded. Gather and report on feedback and implement improvements.	<ul style="list-style-type: none"> ▪ Volunteer details are entered into ACWR's CRM system. ▪ Matches with clients and walks are recorded. ▪ Feedback from clients is recorded and reviewed with recommendations for improvements made to management. ▪ Clients report feeling happier and more interested in life as a result of the service.

Area of Activity	Key Tasks	Expected performance
GENERAL		
Community Liaison and Support	<p>Establish and maintain links with key organisations, groups, services and individuals in the community and within Age Concern to:</p> <ul style="list-style-type: none"> ▪ receive good information about the changing needs of older people in the Hutt Valley community ▪ ensure appropriate referrals and collaboration as required. ▪ provide a potential source of information and/or speakers for visitor professional development ▪ provide potential assistance with recruitment and selection of volunteers. <p>Provide advice and support to seniors to help solve problems, explore options, and suggest positive outcomes for older people.</p>	<ul style="list-style-type: none"> ▪ Relevant community organisations, groups, services and individuals are identified, and links established and maintained. ▪ Clients are referred to other agencies or services as appropriate when their needs fall outside the scope of ACWR's services. ▪ Awareness of the needs of older people in the community is developed and the CEO informed of any unmet needs that ACWR may be able to fill ▪ Regular contact with key organisations, groups, services and individuals is demonstrated, and statistical reports show client referrals from a range of different sources. ▪ Community organisations, groups, services, and individuals are invited to provide aspects of the professional development programme for visitors. <ul style="list-style-type: none"> ▪ Enquires answered or referred on appropriately and in a timely manner.
Expand and develop other ACWR social connection initiatives in the Hutt Valley	In consultation with the CEO, identify opportunities for ACWR to expand its social connection activities in the Hutt Valley. Develop and lead the implementation of these activities.	<ul style="list-style-type: none"> ▪ New social connection activities are well planned and implemented, and well attended ▪ Feedback from older people participating is positive
Health and Safety	Follow health and safety obligations and actively contribute to creating a well work environment for staff and volunteers.	<ul style="list-style-type: none"> ▪ Health and safety policies are followed, risks are identified, noted and responded to as appropriate on an ongoing basis. ▪ Incidents are reported to management.

Area of Activity	Key Tasks	Expected performance
GENERAL		
Promotion	Working with the Communications Coordinator, assist with promoting ACWR's social connection services through networking, talks and marketing and identify opportunities for collaboration.	<ul style="list-style-type: none"> ▪ Opportunities to promote our services are identified and acted upon. ▪ Suitable client and volunteer stories and photos collated and permission for publication documented.
	Assist the CEO in preparing funding applications through the provision of data, stories and any other relevant information.	<ul style="list-style-type: none"> ▪ CEO has required information for funding applications in time
Internal Support	Provide cover for other team members. Contribute to newsletters and social media, and other tasks as required.	<ul style="list-style-type: none"> ▪ Active contribution to communications activities and to the staff team in general. ▪ Assistance provided to other team members where needed
Administration	Provide regular reports to CEO.	<ul style="list-style-type: none"> ▪ Reports are provided as requested in the manner and timeframe agreed.
	Demonstrate a commitment to ongoing skills development.	<ul style="list-style-type: none"> ▪ Relevant development opportunities are attended as agreed with CEO. ▪ Skills and knowledge of issues in relation to needs of older people are kept current.