

POSITION DESCRIPTION

Position Title	Programme Coordinator
Service	Kauri Centre
Location	Pāpāmoa & Te Puke
Reporting to	Programme Manager
Direct Reports	N/A
The Organisation	Anglican Care Waiapu (ACW) is the social services arm of the Anglican Diocese of Waiapu. We have services in Bay of Plenty, Tairāwhiti, and Hawke’s Bay. We support tamariki, whānau, and communities with our family services, community services, early childhood education centres, grief counselling services and older people’s programmes.
Our Vision	Fulfilled Lives, Connected Communities Our vision for “fulfilled lives, connected communities” comes from our fundamental belief that it is only through strong and fulfilling relationships that individuals and communities can build resilience and ultimately flourish.
Our Purpose	Anglican Care Waiapu is the social services arm of the Anglican diocese of Waiapu, partnering with our parishes and communities to nurture lasting transformation.
Our Mission	Living the gospel through loving service
Values	The values that drive our organisational culture and behaviour: <hr/> Vitality We bring energy to our work, trying new things and embracing fresh thinking. We are committed to the wellbeing of our clients and our staff. <hr/> Integrity We do what we say we will and hold ourselves accountable. We demonstrate courage in speaking up when we need to. <hr/> Compassion We show kindness, patience, and a willingness to help others. <hr/> Respect We show respect for the individuals we work with and for. We demonstrate humility in our relationships and reject prejudice. We believe everyone deserves a fair go.

Position Title	Programme Coordinator	
Position Summary	<p>The Programme Coordinator will have the overall responsibility for the delivery of an age-related recreational programme and assist in the administration and management of the Centre in conjunction with the Programme Manager.</p> <p>The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time. An annual performance plan for this position and its objectives will be discussed and agreed upon as part of annual performance planning and development.</p>	
Working Relationships	Internal CEO Senior Leadership Team Operational Management Team Programme Assistants Volunteers Other Anglican Care Waiapu Staff Diocese Shared Service Staff Parish staff	External Local organisations Trades people/suppliers Family/Whānau
The following expected outcomes are provided as a guide for performance standards in the Key Result Areas (KRA's).		
KRA'S	EXPECTED OUTCOMES	
KEY RESULT AREA 1: Organisational Leadership	<ul style="list-style-type: none"> • Actively promote and role model ACW's purpose, strategy, vision, and values to build a strong cohesive culture across the organisation. • Inspire, lead, and influence others to commit to and have pride in ACW and our work. • Share a commitment to change and a focus on operating to achieve results. • Work to enhance and promote ACW's special Anglican character among the staff and other stakeholders. • Lead, guide and coach direct report to achieve positive outcomes in performance and behaviour. • Model ACW's values in personal behaviour. 	
KEY RESULT AREA 2: Programme coordination and delivery	<ul style="list-style-type: none"> • Support and complete all tasks required to ensure the delivery of the daily programme is of high quality and clients' needs are met. • ACW guidelines followed in establishing, maintaining, and providing materials and information appropriate to the needs of the clients their family/whanau. • Seek and greet new clients, assessing their suitability of attendance considering their individual needs. • Complete planning, organising, coordinating, and evaluating a day programme focused on supporting older people with evidence-based activities. • Plan, undertake and evaluate outings as required. • Participate in the coordination and rostering of the Centre staff members and volunteers. • Organising guest speakers and entertainers to the Centre. • Assist with identifying and the setting-up of equipment and resources needed for the programme activities each day. • Actively support and encourage clients to safely participate in activities provided in the programme. 	

	<ul style="list-style-type: none"> • Assist with packing-down and storage of all equipment and resources used at the end of each day. • Safely drive the Centre vans or assist with picking up and dropping home clients and on outings as required. • Assist with client home / hospital visits as required. • Ensure daily attendance is recorded accurately. • Report and record daily observations of client activity. • Follow up non attendees. • Promotion of the Centre within the community • Provide accurate information for the inclusion into monthly reports, and other reporting requirements (as required) to the General Manager. • Supporting the Programme Manager. • To act as Programme Manager in the manager's absence including attending meetings relevant to the Centre and liaising with local clergy associated with the Centre.
KEY RESULT AREA 3: Centre / General Duties	<ul style="list-style-type: none"> • Ensure the Centre vans are clean, roadworthy, compliant, and support the completion of the monthly inspections. • Assist with kitchen / cooking duties / dishes / clean-up activities. • Complete and / or oversee cleaning duties as required in bathroom and kitchen area. • Keep an inventory of Centre supplies including cleaning products and arrange replacement requirements. • Assist with the maintenance of the Chemical Register and with the compliance / record keeping of the food safety control plan.
KEY RESULT AREA 4: Administration & Financial Management	<ul style="list-style-type: none"> • Maintain all required records, documents, reports, policies, and procedures appropriate to the Centre services. • In-person, phone and electronic enquiries are responded to timely. • Secretarial and administrative requirements are met in relation to the preparation and maintaining of: <ul style="list-style-type: none"> – Daily client records and financial reconciliations – Client management systems (Exess) – Staff members and volunteer rosters – Monthly programme/newsletter • Assist with the developing and maintaining the Annual Operating Budget.
KEY RESULT AREA 5: Communication	<ul style="list-style-type: none"> • Communication is effective and accurate. • Clients, visitors, volunteers, and staff are approached in courteous and respectful manner. • Open communication and positive conflict resolution are modelled. • Documentation is of a high standard and all requirements are met. • Telephone manner is courteous and reflects the ethos of Anglican Care Waiapu.
KEY RESULT AREA 6: Human Resources	<ul style="list-style-type: none"> • Assist with the induction of new staff/volunteers to the Centre. • Report any issues of concern, or performance related issues to the Programme Manager and / or General Manager. • Provide support to staff in the absence of the Programme Manager.
KEY RESULT AREA 7: Quality	<ul style="list-style-type: none"> • Under guidance, implement service improvements that enhance the programme for clients.

	<ul style="list-style-type: none"> • Respond proactively to address concerns raised by clients and their whānau. • In programme planning include client goals, aspirations, and feedback.
<p>KEY RESULT AREA 8:</p> <p>Health and Safety</p> <p>To promote the well-being and safety of children, whānau, staff and visitors through compliance with internal and external policies, procedures and regulatory requirements</p>	<ul style="list-style-type: none"> • Promote and demonstrate a safety-first culture. • Take reasonable responsibility for your own health and safety and ensure that your actions don't cause harm to yourself or others. • Comply with ACW health and safety policies, procedures and guidelines and relevant legislation such the <i>Health and Safety in Employment Act</i>. • Participate actively in health & safety processes at the site. • Consistently identify prospective and current hazards and minimize/eliminate risk factors. • Report all incidents and accidents as soon as practicable (including near misses) • Maintain an awareness of, and mitigate, safety and risk in the environment, ensuring safe supervision of all play areas is maintained and reporting any concerns related to health and safety to the manager in a timely way. • Ensure an environment where people feel secure, comfortable and confident, monitoring and addressing behaviour as needed employing positive guidance strategies and supporting social competence. • Understand and be aware of cultural considerations which may impact on health and safety matters.
<p>KEY RESULT AREA 9:</p> <p>Self-Management and Ethics</p>	<ul style="list-style-type: none"> • Take primary responsibility for own professional development, effectiveness, health, and safety. • Relevant opportunities for training, coaching and other professional developments are discussed and planned with Line Manager. • Work priorities, personal workload and stress levels are managed with the support of the Line Manager. • Supportive relationships are consistently maintained and developed with colleagues and clients. • A professional standard of dress is maintained.
<p>KEY RESULT AREA 10:</p> <p>Organisational expectations</p>	<ul style="list-style-type: none"> • Conduct all duties and behaviour in line with Anglican Care Waiapu Policies and Procedures. • Demonstrate an understanding of, and commitment to, ACW's vision, mission, strategy, and organisational values. • Complete any administrative duties relevant to the role • Flexibility and willingness to perform a variety of tasks is demonstrated • Ensure work priorities, personal workload and stress levels are managed. • Act as person responsible as required. • Attendance at meetings and training as required • Assist other team members within Anglican Care Waiapu to achieve organisational objectives wherever required. • Have a thorough awareness of policies and procedures and the integration into their day-to-day practices. • Maintaining a high level of competency regarding staff practices. • Comply with Anglican Care Waiapu's Policies, procedures, processes, and internal controls. • Perform other duties that arise from time to time as required.

ROLE REQUIREMENTS

QUALIFICATIONS / REGISTRATION

Essential

- A First Aid Certificate or nursing experience.
- A full current driver's licence.

EXPERIENCE, SKILLS AND KNOWLEDGE

Experience

- Previous practical experience in coordinating or working in a day programme for older people or similar.
- An understanding of the needs of older people.
- A warm, caring, and empathetic personality.
- Good communication and listening skills.

Skills and Knowledge

- Sound knowledge of finance and budgets.
- The ability to work unsupervised.
- An ability to motivate and work with a team.
- Ability to actively build relationships with teams, clients and whānau.
- An affinity with the Anglican church, values, and its mission.
- Enthusiasm, energy, and a focus on working with the elderly in an ever-changing environment.
- Basic understanding of Te Reo & Tikanga Māori and willingness to grow in this area.

Declaration: This position description may be required to be changed from time to time by Management as the requirements of the organisation changes. The employee agrees that the contents of their position description may be amended, added to, or varied from time to time by the employer, after consultation with the employee.

Date Effective			
Employee name and signature		Date	
Signed on behalf of Employer Manager Name and signature		Date	