

## Position Description

# Buddy Programme & Group Programme Coordinator Central Otago / Queenstown Lakes

### Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

## POSITION PURPOSE AND PRIMARY OBJECTIVES

### Purpose

Buddy Programme Coordinator: To facilitate a gateway for tamariki, whānau and volunteers to access the Family Works Buddy Programme, and to co-ordinate the programme to ensure that tamariki, their whānau and volunteers receive a timely, safe and appropriate service.

Group Programme Coordinator: To co-facilitate the delivery of group programmes to tamariki and whānau accessing support for education, wellbeing and parenting.

### Primary Objectives

- To develop effective relationships with tamariki and their whānau, and coordinate assessments for tamariki who are referred to either the Buddy Programme and/or Group programmes.
- To facilitate support for whānau and tamariki who are referred to the Buddy Programme / Group programmes, including referrals to external services if required.
- To recruit and train volunteer Adult Buddies and continue to support them through ongoing supervision and training.
- To facilitate the matching of tamariki and adult buddies and maintain engagement and oversight.
- To organise and coordinate buddy outings and events and celebrate successes.
- To be able to work flexibly to ensure the needs of the delivery of the Buddy Programme service are met (monthly evening supervision, buddy events)
- To work collaboratively with other service providers involved with tamariki and whānau.
- To connect with the wider community and promote the Buddy Programme alongside providing feedback to stakeholders.
- Assist in monitoring, reviewing, and updating existing group programmes to ensure current, relevant, and high-quality service delivery is achieved.

- Ensure all groups and programmes are delivered to meet fidelity requirements.
- Maintain accurate and timely case records and required documentation.
- To provide a calm, safe environment for tamariki and whānau where they feel welcome, and their space and privacy is always respected.
- Provide a welcome, safe environment for anyone accessing Presbyterian Support Otago (PSO) services, and support the wider PSO teams.

Accountability	Expected Outcomes / Key Performance Indicators
<b>Relationship Building, Teamwork</b>	<ul style="list-style-type: none"> <li>• Develop effective relationships across the PSO organisation, particularly within the local and regional Family Works Teams.</li> <li>• Develop effective relationships with external agencies, organisations, and service users.</li> <li>• Ensure information is shared appropriately, and assistance, support and cooperation are regularly offered and provided to the Family Works and PSO teams.</li> <li>• Actions and behaviours encourage and support the whole of PSO teams.</li> <li>• Communicate effectively and promptly with all managers and key staff.</li> <li>• Support and encourage commitment towards the 'one team' philosophy across PSO.</li> </ul>
<b>Personal Effectiveness</b>	<ul style="list-style-type: none"> <li>• To be highly productive and well organised to ensure that all work-related outcomes are completed to a high standard and on time.</li> <li>• To be able to deliver on outcomes and fidelity required to meet deadlines and requirements.</li> <li>• Ensure confidentiality is maintained in all situations.</li> <li>• Ensure personal views do not impact on the ability to carry out functions of the role effectively.</li> <li>• To be well presented and punctual on all occasions.</li> <li>• Ensure behaviour or actions do not adversely affect personal or professional credibility in the role.</li> <li>• Regularly reflect on personal effectiveness in the role and identify ways to improve individual performance.</li> </ul>
<b>Service Improvement and Planning</b>	<p>Under the direction of the Central Otago Manager / Practice Manager:</p> <ul style="list-style-type: none"> <li>• Be involved in planning and co-ordination of identified projects, meeting specific deadlines effectively.</li> </ul>

	<ul style="list-style-type: none"> <li>• Implement actions to achieve agreed organisational and operational needs.</li> <li>• Ensure effective communication strategies are used to support staff to follow the most effective course of action.</li> <li>• Can manage multiple complex issues / situations effectively.</li> <li>• Have attention to detail and excellent analytical and problem-solving ability and demonstrate this when thinking through potential options and solutions to issues.</li> <li>• Proactively and on an ongoing basis identify the need for change, analyse the issues and provide guidance on the most appropriate solutions and proposals.</li> <li>• Be involved in PSO and Family Works Service planning for positive service outcomes.</li> </ul>
<b>Maintain Professional Development</b>	<ul style="list-style-type: none"> <li>• Have awareness and understanding of child protection, alongside maintaining an understanding of factors influencing referrals relating to child development and child health.</li> <li>• Maintain an awareness of the social and political environment and how this is impacting tamariki and whānau referred to the Buddy Programme.</li> <li>• Identify personal development needs as they arise and through active participation in the annual Performance Development Process (PDP).</li> <li>• Attend appropriate in-service and external training as is relevant to the role and contract requirements, and as set through the agreed PDP.</li> </ul>
<b>Recruit, train and provide ongoing support for Adult Buddies</b>	<ul style="list-style-type: none"> <li>• Connect and network with the wider community to ensure the Buddy Programme has a visible profile.</li> <li>• Participate in the recruitment of suitable volunteers to the role of adult buddy.</li> <li>• Ensure all accepted applicants complete the prescribed application and selection process.</li> <li>• Co-organise and co-facilitate the initial adult buddy training programme.</li> <li>• Organise monthly supervision groups and regular ongoing training for adult buddies.</li> <li>• Follow up on identified issues and tasks and maintain appropriate records.</li> <li>• Provide ongoing oversight of adult buddies to ensure they continue to meet the required standards of the Buddy Programme.</li> </ul>

<p><b>To organise, administer and maintain the Buddy Programme in your nominated area</b></p>	<ul style="list-style-type: none"> <li>• Ensure tamariki and whānau support is culturally responsive and recognises the individual needs for all, including Māori, Pacific, ethnic communities, and other diverse communities.</li> <li>• Ensure services are provided in a way that is consistent with social, economic, political, cultural, and spiritual values.</li> <li>• Support the planning and co-ordination of the Buddy Programme within your nominated area.</li> <li>• Ensure any identified deadlines are met effectively and in a timely manner.</li> <li>• Implement actions to achieve identified and agreed organisational and operational needs.</li> <li>• Use effective communication strategies to work alongside other buddy coordinators to work collaboratively as a team and to share experiences and learnings.</li> <li>• Ability to solve problems autonomously and within a team and demonstrate critical thinking to find solutions.</li> <li>• Ensure any additional identified needs of tamariki and whānau are appropriately supported and responded to through referrals either internally through Family Works, or to external agencies and/or community.</li> <li>• Ensure tamariki and whānau are provided with accurate and current information in a timely manner when required and/or requested.</li> <li>• Ability to use a database and technology to maintain safe and complete records and ensure there is professional, accurate and timely record keeping in line with Family Works practice.</li> </ul>
<p><b>Co-facilitate Group Programmes</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively with other Group Coordinators across the Otago region to ensure the delivery of safe, effective and quality group programmes to tamariki and whānau.</li> <li>• Maintain knowledge of child development and societal and environmental impacts for whānau.</li> <li>• Be creative in the delivery of programmes to ensure all attendees can gain skills from the information being presented.</li> <li>• Ensure the required resources for groups are accessible.</li> </ul>
<p><b>Other Duties</b></p>	<ul style="list-style-type: none"> <li>• Undertake other duties as requested by and mutually agreed with the Central Otago Manager / Practice Manager to meet business needs of Family Works and/or Presbyterian Support Otago.</li> <li>•</li> </ul>

Expectations of all PSO Employees	
<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is of a high standard, relevant and appropriate to the audience.</li> <li>• Ensure confidentiality is maintained as a priority.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>
<b>Health and Safety</b> <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>
Relationships	
<b>Reports to:</b> Central Otago Manager	<b>Direct Reports:</b> Volunteer Adult Buddies
<b>Internal Relationships:</b> General Manager and Practice Manager – Dunedin Regional Buddy Coordinators All Family Works and PSO Staff	<b>External Relationships:</b> All Service Stakeholders

## Person Specifications

### Qualifications / Skills

- Skills and experience in computer systems to maximise the use of technology for improved service provision.
- Experience working alongside tamariki and their whanau
- Understanding of child development, and the impact of social and societal influences on relationships.
- Be creative.
- Have the ability to facilitate and co-facilitate both tamariki and whānau groups.
- Drivers License is essential.

### Experience and Knowledge

- Ability to facilitate strong and connected relationships within the wider community.
- Ability to demonstrate exceptional planning and organisational skills and the ability to manage complex and competing priorities effectively.
- Understanding of the complexities that exist in the health and disability sectors.
- Be able to communicate clearly both orally and in writing across different levels, e.g. to tamariki and adults, alongside wider community marketing.
- Experience managing volunteers would be valuable but not essential.

### Personal Qualities

- An understanding and empathy for the challenges faced by tamariki within our community.
- Possess highly developed interpersonal and relational awareness and skills
- Ability to work autonomously, as part of a small multidisciplinary team, and the wider Family Works team.
- Professional maturity to manage sensitive and confidential information, and to act with respect and integrity.

### Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

## Working Together

### Our Work

- **We are person centred in our organisation.**
- **We strive always to do better, to work hard and to the best of our ability.**
- **Each person knows they make a difference, and they feel valued because of this.**

### Our Organisation

- **We are committed to delivering on the organisation direction and values.**
- **We are responsible and accountable for our actions and behaviours.**
- **We are committed to positive, proactive leadership.**
- **Each person is empowered to succeed, with the orientation and on-going support needed.**

- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

#### **Our Team**

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We should each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## **Values**

**Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.**

