

# NEXT STEPS FACILITATOR (HURUNUI)

Part time (20 hours/week) twelve months Fixed Term

## Position Description

### Responsible To

Manager, Community Wellbeing North Canterbury Trust (CWNCT)

### Background

This community-based role is hosted by Community Wellbeing North Canterbury Trust and is part of the Government's Covid-19 response and recovery plan for the Waimakariri and Hurunui Districts.

### Position Purpose

The purpose of the Next Steps Facilitator is to ensure that all people and whānau whose, wellbeing and life circumstances may have been adversely affected by Covid-19, have access to support, information, resources, and services in the North Canterbury community.

### Key Duties

- Providing support related information and advisory services to local communities via telephone, face to face or web- based mediums.
- Supporting people to engage with the processes, to gain employment, further training or other opportunities that will enhance their wellbeing and life circumstances.
- Co-ordinating and facilitating access to services including referring people to appropriate agencies and making appointments with service providers.
- Raising awareness of the service by networking with a range of providers in the community through attendance to network and development meetings.
- Collaborating with local community groups, organisations and government agencies on initiatives and community events.
- Providing monthly reporting on outcomes related to key community priority areas, community engagement initiatives and broader family and community wellbeing.

### Objectives:

- Provide an individualised and/or whānau, relationship-based service that seeks to support and empower individuals, strengthening their capacity over time
- Facilitate and work with the person and/or whānau to engage with services and access information that may be difficult to navigate

### Relationships

#### *Internal*

- CWNCT Manager
- Projects Team Leader
- Clinical Team and Team leader
- Shared Services Team and volunteers
- Trust Board

#### *External*

- Local Rūnanga
- Community, Government agencies and service providers
- Health professionals / Social Service Agencies
- Hurunui and Waimakariri District Councils
- Business support networks
- Informal community support and service groups

### Report Directly To

Projects Team Leader, CWNCT

### Direct Reports

N/A

### Term of Employment

Fixed Term –to 30th June 2023

### Hours of Work

Full time – 20 hours per week

### Location

Hurunui Based location TBA

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## Appendices

- A Schedule of key accountabilities and expected standards
- B Ideal appointee specification

# NEXT STEPS FACILITATOR (HURUNUI)

Fixed Term to December 2023

## Key Accountabilities & Expected Standards

### Case Coordination

- Supported Isolation Quarantine (SIQ) Community Response Referrals are a priority.
- Intake, Assess, Plan, Refer.
- Demonstrate a holistic approach to individual/whanau, learning about current services they are engaged with and develop a plan with the individual / whānau and relevant services, with referral pathways in place when required. Review the plan and close the case when appropriate.

### Covid-19 response

- The Next Steps Facilitator will make themselves available, where feasible to respond to the coordinated Covid-19 related response where services are deemed necessary.
- The Next Steps Facilitator will work with other Community Wellbeing Staff to respond to the immediate needs of the community.

### Relationship Management

- Networking & Relationship building with social and community services.
- Relevant community meetings / forums will have been attended and community needs reported.

### Reporting & Administration

- Evaluation forms completed and submitted to Community Wellbeing.
- Quarterly reports are completed to CWNCT & Funder.
- Data input to PAUA Client Management System (Internal) & MSD SORT data collection portal (External).

### Service Quality

- The Next Steps Facilitator will have demonstrated a bicultural understanding and commitment to the principles of the Te Tiriti o Waitangi in their work.
- Deliver services according to the professional standards and expectations of CWNCT.
- Identify and report situations that are assessed as high-risk for victim, offender, and whanau/others
- Participate fully as a staff member of the CWNCT team. This includes Attendance to monthly staff meetings, monthly external supervision, ongoing 1:1 supervisory meeting with the Projects Team Leader, annual performance review, clinical team meetings and relevant training opportunities.

### Discretionary fund

- Discretionary fund will be utilised for client needs in line with procedures.

## Health & Safety Commitment

The Trust is committed to achieving the highest level of health and safety for its employees. All employees are expected to identify and report on, take responsibility for, and resolve issues that may cause harm to themselves or others in the organisation. You are expected to always work safely, and to actively participate in health and safety programmes in your area. It is expected that you will report all accidents, incidents or potential hazards to your manager or Team Leader.

## JD Updated

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Manager: Deirdre Ryan \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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Fixed Term to 30 June 2023

## Key Skills and Attributes

The Next Steps Facilitator will be expected to demonstrate the following skills:

- Training in social work, community work, education, or another related sectors
- An understanding of the innovative and flexible nature of rural service delivery
- Committed to the Te Tiriti o Waitangi and an understanding of Tikanga Māori
- The ability to speak Te Reo is an advantage
- An understanding of the unique nature of rural service delivery
- Ability to record factual information and communicate in a clear concise effective manner
- An empathetic and non-judgemental approach
- Ability to work autonomously within a diverse collaborative community environment
- A commitment to the Te Tiriti o Waitangi and an understanding of Tikanga Māori
- An ability to work with people from a diverse range of cultures and backgrounds including newcomers and migrants
- Role models high standards of integrity and conduct in service delivery, working in collaboration with colleagues and other agencies
- Ability to provide up to date, relevant information on services and support
- Demonstrates a high level of expertise of engagement, delivery, and evaluation techniques and strategies
- Demonstrates a high level of verbal communication, facilitation, and negotiation skills
- A demonstrated flexible and agile and responsive approach in responding to the demands of the role
- Utilises a strength-based approach with people/ whānau and within the wider teams working in the North Canterbury area
- Hold a current, full drivers Licence
- Strong professional boundaries and able to recognise need for and seek professional training and support
- Demonstrates an in-depth knowledge of North Canterbury services and networks
- Strong ICT skills.

## Other information

This role requires travel around the Hurunui District for which a travel allowance is paid for use of private vehicle. Community Wellbeing Pool Cars are also available via our calendar booking system.

Some evening work may be required from time to time.