

## Job Description

**Position Title:** Selwyn Centre Co-ordinator

**Responsible To:** Vicar and Vestry (parish governance group)

### Position Summary:

This position will have direct responsibility for day-to-day operations of the Selwyn Centre, ensuring a balanced and varied programme of activities is available to guests and encouraging active participation to the maximum extent possible. This position will oversee volunteers in the delivery of a quality service, ensuring support is available at an appropriate level for each individual, in a safe and caring environment, and guests are treated with dignity, respect and compassion.

Key Accountabilities	Measure
<p><b>Weekly Programme</b></p> <ul style="list-style-type: none"> <li>• Create, implement and monitor a balanced and varied programme of activities that meets the needs, interests and abilities of the guests.</li> <li>• Ensure forward planning and appropriate supervision of the weekly programme.</li> <li>• Create and encourage maximum opportunity for participation.</li> <li>• Prepare venue/resources in advance and clear away afterwards.</li> <li>• Liaise with other relevant community agencies and Healthcare providers, the parish and/or family as the need arises or concerns are identified.</li> <li>• Monitor resource supplies and purchase new items as required and within budgetary constraints.</li> <li>• Incorporate other community activities and entertainment into the programme where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from guests and families.</li> <li>• Quality and variety of Activities Programme that stimulate and actively involve guests.</li> <li>• Attendance records.</li> <li>• Satisfaction levels.</li> </ul>
<p><b>Administration and Records</b></p> <p><b>Guest Files</b></p> <ul style="list-style-type: none"> <li>• Ensure files are created, signed, dated and maintained for each guest.</li> <li>• Update records as changes are identified or notified.</li> <li>• Review each file annually and as required.</li> <li>• Keep files secure in accordance with the Privacy Act.</li> </ul> <p><b>Statistics</b></p> <ul style="list-style-type: none"> <li>• Maintain accurate records of guest numbers and attendance.</li> <li>• Ensure information is readily available and communicated on request.</li> <li>• Prepare monthly statistics report for Selwyn Foundation.</li> </ul>	<ul style="list-style-type: none"> <li>• Quality of information recorded on file.</li> <li>• Compliance with legislation and best practice.</li> <li>• Maintenance of files and records.</li> </ul> <ul style="list-style-type: none"> <li>• Monthly Statistics Report</li> <li>• Quality of information reported.</li> </ul>
<p><b>Guest Support</b></p> <ul style="list-style-type: none"> <li>• Promote a positive and stimulating environment to achieve maximum guest satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Satisfaction levels.</li> <li>• Quality of outcomes.</li> </ul>

<ul style="list-style-type: none"> <li>• Maintain familiarity with the functional limitations of guests and provide appropriate levels of support to meet individual needs and abilities.</li> <li>• Establish (by way of referral where needed) that appropriate levels of support are being met in personal care, mobility, nutrition, hardship grant applications.</li> <li>• Ensure the individual needs of the guests are met with understanding, dignity, respect and sensitivity.</li> </ul>	
<p><b>Nutritional Needs</b></p> <ul style="list-style-type: none"> <li>• Provide a morning tea that meets the needs of the guests</li> <li>• Ensure any food and drink is served at the correct temperature, under safe and hygienic conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Guest satisfaction</li> <li>• Audit results</li> </ul>
<p><b>Transport</b></p> <ul style="list-style-type: none"> <li>• As far as possible, ensure transport is organised when required and appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Guests' needs are accommodated</li> </ul>
<p><b>Volunteers</b></p> <ul style="list-style-type: none"> <li>• Maintain adequate levels of support (by recruiting and equipping volunteers) and supervise the volunteers in the performance of their duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer feedback</li> <li>• Incident reports</li> <li>• Complaints / Compliments register</li> </ul>
<p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• Maintain records to facilitate accurate invoicing and monitor attendance.</li> <li>• Operate the service within budgetary restraints.</li> <li>• Collect, record and balance transport fees.</li> <li>• Attend to weekly banking.</li> <li>• Receipt invoices and send to Parish Administrator or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Quality of record keeping</li> <li>• Financial control within budget</li> <li>• Feedback from Parish Administrator</li> </ul>
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Promote the Selwyn Centre in the local community.</li> <li>• Liaise with community agencies and healthcare providers as required.</li> <li>• Communicate relevant information to Parish and Selwyn Foundation in a timely fashion.</li> <li>• Liaise with Selwyn Foundation personnel when required.</li> <li>• Attend regular meetings with the Vicar, and on occasions Vestry when invited.</li> </ul>	<ul style="list-style-type: none"> <li>• Community awareness</li> <li>• Parish Vestry, Selwyn Foundation satisfaction</li> <li>• Evident through observation and feedback</li> </ul>
<p><b>Culture</b></p> <ul style="list-style-type: none"> <li>• Ensure good relationships are maintained with guests, parish, families, volunteers and other agencies.</li> <li>• Demonstrate behaviour and communication style that is consistently respectful, compassionate and empowering.</li> <li>• Embrace the five domains of the Selwyn Way that improve wellbeing of older people i.e spirituality, growth, contentment, belonging, resilience</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from parish, guests, families, managers, volunteers and agencies</li> <li>• Appropriate behaviour and communication is demonstrated</li> <li>• The Selwyn Way is reflected through actions and behaviour</li> </ul>

<p><b>Training &amp; Development</b></p> <ul style="list-style-type: none"> <li>• Take responsibility for own professional growth and development and maintain a working knowledge of all relevant operational matters.</li> <li>• Maintain a thorough working knowledge of software programmes pertaining to this position.</li> <li>• Attend any scheduled training sessions as required for this position.</li> <li>• Ensure volunteers have an understanding of the needs and behaviour of guests.</li> </ul>	<ul style="list-style-type: none"> <li>• Initiative observed with regards to professional development</li> <li>• Up-to-date knowledge is evident through daily performance</li> <li>• Attendance at scheduled training sessions is documented</li> <li>• Staff and volunteers exhibit knowledge and understanding of the needs of guests.</li> </ul>
<p><b>Compliance &amp; Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Ensure familiarity and compliance with all aspects of the Selwyn Centre operations manual.</li> <li>• Maintain the confidentiality of guests, volunteers and parish staff and members at all times.</li> <li>• Implement the quality management system including a focus on continual improvement and achieving Centre objectives.</li> <li>• Carry out and participate in any review processes that are designed to provide feedback and improve the offering of the Centre.</li> </ul>	<ul style="list-style-type: none"> <li>• 6 monthly Health and Safety reports</li> <li>• Feedback from volunteers, guests and management</li> <li>• Incident Reporting</li> <li>• Evidence of continual improvement</li> </ul>
<p><b>Health &amp; Safety</b></p> <p>Personal Health and Safety</p> <ul style="list-style-type: none"> <li>• Take care - do nothing in your work that will expose you or others to harm.</li> <li>• Knowledge is power - know and follow the health and safety guidelines.</li> <li>• Be aware and speak up - do something about things you see that could cause harm</li> <li>• Protect from injury or infection, and handle with care.</li> </ul> <p>Health and Safety guidelines</p> <ul style="list-style-type: none"> <li>• Always follow the health and safety guidelines, and standards associated with your role. Don't take shortcuts. Health and Safety guidelines apply on site at the church, on outings or in pastoral contact situations.</li> <li>• Advise the parish (via the church office) of any near miss or incident involving actual or potential harm to yourself, a peer, guest or visitor</li> <li>• If you see an unsafe situation or any other hazard, report it.</li> <li>• Demonstrate understanding of the boundaries of the role, and when to refer.</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive support of Health &amp; Safety in daily actions</li> <li>• Demonstrate understanding of boundaries of the role</li> <li>• Incidents are reported</li> <li>• Hazards and risks are managed</li> <li>• 6 monthly Health and Safety Audit</li> <li>• 6 monthly Operational Report – Health and Safety</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Undertake other relevant duties as negotiated in consultation with you.</li> </ul>	<ul style="list-style-type: none"> <li>• As observed and reported.</li> </ul>

### Qualifications and Experience:

- A background of community involvement, and/or experience in education or social work is preferred
- An understanding of the needs of our elders
- Organisation and coordination skills
- Good communication and listening skills
- Competent in administration and software relevant to the position
- Full clean New Zealand driving license/ own vehicle

### Core Competencies:

At all times, employees will respect and promote values of faith, independence, care and wellness (The Selwyn Way). This will be reflected in each of these competencies through your actions and behaviours.

<b>Guest Focus</b>	Makes guests and their needs a primary focus of one's actions; developing and sustaining productive relationships and demonstrating a clear concern for the health, safety and wellbeing of others.
<b>Creative Thinking</b>	Thinks with originality, showing imagination and the ability to discover new approaches.
<b>Composure</b>	Is reliable; remains calm under pressure; is tolerant with people and processes; does not become defensive or irritated or show frustration.
<b>Communication</b>	Presents a confident and clear style that is polite and appropriate. Communication is tailored to meet the audience and ensure understanding. Respects confidentiality and listens well.
<b>Initiative</b>	Shows good judgement with ability to understand various situations and attend to in the most effective manner. Contributes ideas and knowledge and strives to exceed expectations. Responds rapidly to requests and solves problems effectively.
<b>Team Development</b>	Can develop, motivate and guide a team toward successful outcomes and attainment of Centre objectives. Creates a feeling of belonging and engages guests and volunteers. Readily shares knowledge and information, supporting the team through honest, direct and balanced feedback.
<b>Accommodating Change</b>	Supports different and innovative approaches introduced to improve the Centre's effectiveness; showing willingness to modify current practices. Remains open to ideas offered by others.

### Functional Relationships:

#### Internal

Parish Vicar & Vestry  
Administrative Staff  
Volunteers

#### External

Guests  
Families  
Visitors  
Community Agencies  
Healthcare Providers  
Selwyn Foundation personnel

**Acknowledgement:**

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Job Holder Name

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Manager's Name

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Job Holder Signature

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Manager's Signature

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