

COMMUNITY CONNECTOR POSITION DESCRIPTION

Position:	Community Connector
Responsible to:	Team Leader Social Services
Direct reports:	Nil
Purpose:	To provide people with information and support to connect people through a navigation model, with health or social services so that they can make informed choices that meet their needs.
Delegations	Level 5 - \$10
Key internal relationships	K'aute Pasifika staff
Key external relationships	Pacific families Community health and social services organisations Kainga Ora Work and Income Waikato DHB Pacific Island churches and communities

Key result areas

	Key functions	Results
1.	Supporting clients/families <ul style="list-style-type: none"> • Work alongside priority clients/families to identify support, • Advocate and support clients/families to get the help they need • Work alongside the team and receive and feedback on internal referrals 	<ul style="list-style-type: none"> • Families receive the support they need • Provide advocacy for clients/families across multiple organisations • Wrap around service provision ensures positive outcomes
2.	Community relationships <ul style="list-style-type: none"> • Develop and maintain an in-depth understanding of what services are available in the community for our clients and families • Work alongside community organisations to resolve issues of barriers to access • Liaise with community organisations to proactively share information about service availability and changes within the sector • Collaborate with local service providers, attend relevant community and health network meetings and feedback any issues/challenges to K'aute Pasifika team 	<ul style="list-style-type: none"> • Strong relationships with community services/providers • Strong knowledge of Pacific communities
3.	Case management documentation <ul style="list-style-type: none"> • Monitor and report services provided to families • To enter and record all client information on the internal database – Aiga 	<ul style="list-style-type: none"> • Families are satisfied with the support they receive • Prioritises families

	<ul style="list-style-type: none"> • Manage a caseload of clients • Complete weekly monitoring and contact data • Ensure ongoing review of families 	
4.	<p>Professional obligations</p> <ul style="list-style-type: none"> • Maintain professional knowledge and share skills with team • To work in accordance with organisational, and contractual priorities, policies and procedures, and government legislation • To ensure all contract requirements are met and reported on time • To maintain accurate records of services provided • To protect the confidentiality of client information 	<ul style="list-style-type: none"> • Priorities are recognised and conflicts resolved appropriately • Contractual and reporting requirements are fulfilled • Accurate records are maintained • Participate in regular professional supervision • Practice meets professional expectations at all times • Record is kept of professional development and all professional requirements are met
5.	<p>Health & Safety</p> <ul style="list-style-type: none"> • Individual responsibility for health and safety practices and are required to work according to health and safety legislation • Be personally responsible for their own and others' health and safety at work • Raise all health and safety issues, verbally or in writing (if required) to the team leader 	
6.	<p>Other tasks</p> <ul style="list-style-type: none"> • To undertake such other duties that are reasonable and maybe required from time to time. • To maintain professional knowledge and share skills with team • Participate in community events • Personally model healthy lifestyle behaviours 	<ul style="list-style-type: none"> • Initiative is used to identify and complete tasks that need to be done

This job will be done well when:

- Clients get high standards of service in a culturally appropriate manner
- Relationships with external agencies are constructive

Person Specification

- Knowledge of the health and social sector, in particular the NGO and community sector.ar understanding of professional standards
- Knowledge of relevant government policies and regulations
- Pacific Island and Maori values and protocols ie. Treaty of Waitangi
- Understands needs of Pacific Island people as they relate to social services and issues
- Able to prioritise and manage workload effectively and work under pressure and to deadlines
- Ability to build credibility quickly

Personal Qualities

- Ability to work independently, and as part of a team
- Commitment and dedication to professionalism
- Relate to diversity of Waikato region population

- A good listener, patient and diplomatic
- Well-developed problem solving, conflict resolution and decision making skills
- Culturally sensitive and preferably fluent in a Pacific language
- Organised, motivated and adaptable
- Outcome focussed

Qualifications and Training

- Recognised qualification in social work or other relevant field
- A clean NZ Full Driver's License.
- A knowledge, understanding and commitment to working with Pacific Island people and their cultures.
- Have competence in English and one other Pacific language
- Committed to personal and professional development