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| **Position** | Community Support Officer  |
| **Section** | Community Team  |
| **Department** | Recovery Team  |
| **Location** | Whakatāne District Council, Commerce Street, Whakatane |
| **Hours** | To be negotiated |
| **Date** | July 2017 |
| **FUNCTIONAL RELATIONSHIPS** |
| **External** | **Internal** |
| Other Local AuthoritiesCentral and local government agenciesCommunity groups, clubs and agencies in the Rangitāiki Ward and Whakatāne districtCommunity PartnersHealth Professionals/Social Service Agencies Affected members of the community | Council staffRangitāiki Community BoardRecovery Office staff  |
| **MAIN PURPOSE OF THE JOB** |
| This service is based on a partnership relationship between NGO’s, Government Departments and Community and is based on strengthening the individual or whanau so they can move forward in their lives.The primary goal of the Community Support Officer is to ensure that:* Every individual / family affected by the April 2017 flooding events can have support to plan their recovery and be connected to services they may need. This is achieved by facilitating timely and coordinated access and referral to information/support services.

The purpose of the Community Support Officer role is to:* Conduct an assessment of individual households: identify their needs and develop a comprehensive recovery plan with the individual householder that ensures maximum access to quality services.

It is recognised that the role requires the Community Support Officer to be mobile and flexible around their hours of work. While the majority of their work can be conducted during normal business hours there is an acknowledgement that there may be a need to work outside of these hours to fit in with the service user. There may also be occasions where, due to an emergency event, that the Community Support Officer may be called upon at short notice to assist in a rapid response initiative.  |
| **ORGANISATION CHART** |



| **KEY ACCOUNTABILITY AREAS (KAA)** | **KEY RESULT AREAS (KRA)** |
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| **Relationship Management**  |
| Develop and maintain positive working relationships with key stakeholders:* Affected Community
* Clubs, organisations and community groups
* Health professionals/Social services agencies
 | Stakeholders are engaged, updated and participating positively in the Recovery activities of the District.Partnerships with stakeholders are fostered and contributions to the recovery project activities confirmed. |
| **Referral Process** |
| To respond to new referrals that have registered with this service appropriately, making initial contact with the individual/whānau within 48 hours to arrange an initial meeting.  | All new referrals will be contacted within 48 hours of being assigned to a Community Support Officer.An initial visit will have been completed within five working days (or when suitable for the whānau). |
| To undertake a thorough assessment of an individual/whanau needs by:* identifying supports and services currently involved
* issues affecting their life
* identifying goals for recovery plan.
 | All relevant information in regard to the needs will have been obtained, including full details of circumstances and recorded in the database.The initial goals for recovery will have been identified. |
| To work with the individual/whanau and relevant services/ experts to formulate a recovery plan that will assist them to address matters specific to them. | A recovery plan is developed with the individual/family and relevant services.The recovery plan is discussed with the individual/whanau, and other relevant services. |

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| **Support Services** |
| To provide support by:* Referring and connecting individuals/whanau to appropriate agencies as required
* Review the recovery plan progress with the individuals/whanau as required
 | Refer on to appropriate agencies/services as required.Review meetings will have been held and documented and plans amended and/or updated where appropriate.A final review meeting will be held with the service user/s and documented and an evaluation form will be left for them to complete and return. |
| Emergency response: When required urgent activities will be undertaken to support any immediate/urgent response where that is deemed appropriate. | Be available, where feasible to respond to the coordinated response where urgent services are deemed necessary.Will work with other stakeholders and social service agencies to provide for the immediate needs of whanau and/or individuals. |
| To attend community meetings / briefings as requested and be responsive to the emerging needs of the affected households; identify gaps in service delivery and ensure householders receive the most up to date information relevant to their situation. | Relevant community meetings / forums will have been attended and community needs reported.  |
| To evaluate the effectiveness of recovery plan interventions with the parties concerned via the individual/whanau completing an evaluation form prior to them being discharged from the service. | Evaluation meeting held with the individual/whanau at last appointment and documented. |

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| To maintain accurate case notes/recovery plan recording in database and prepare letters and reports in accordance with requirements.To ensure statistical data is recorded/updated accurately and consistently for accountability reporting.Participate in education and awareness raising activities as required. | All records are correct and have been maintained.Statistical data has been reported as per requirements. |
| To act in a professional manner which respects the households, reflects professional/personal boundaries and acts on the employing agencies employment policies and procedures. | The Community Services Officer will have practiced in accordance with the requirements of these Acts and the Employing Agency’s policies and procedures including the Code of Conduct. |
| Personal Development |
| * To undertake relevant training as required.
* To participate in training opportunities available.
* To develop knowledge of and network with other agencies/related experts.
* Take advantage of opportunities to extend knowledge and understanding of the Treaty of Waitangi and apply these principles.
 | Participation in and attendance at training will be evident.Training and professional development opportunities maximised.The Community Services Officer will have undertaken Treaty of Waitangi training, and will have demonstrated a bicultural understanding and commitment to these principles in their work.  |
| Reporting |
| All reporting requests are responded to.Provide Managers with reports as per their employment arrangements. | The reports will reflect the efforts and the maintenance of their household’s records.  |
| **Organisational Responsibilities** |
| **Health and Safety** |
| Implement Council's health and safety policy in respect to immediate work area | Council policies adhered to, meetings held in accordance with established policy and timetables, records kept, issues notified, accidents/near misses investigated and hazards identified, eliminated, isolated or minimised as appropriate. |
| **Title: Other** |
| Any other duties that may be required from time to time. | Duties undertaken. |

**Key: – E = Essential / D = Desirable**

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| **Qualifications** |
| D | Social Work or Mental Health recognised qualification or equivalent |
| **Customer Focus** |
| E | Applies good customer service principles to internal and external customers within the everyday working environment. |
| **Job Knowledge** |
| D | Understands the operational process of local government |
| D | An understanding of social work practice and operations  |
| E | Experienced at networking with multiple organisations/agencies/community groups |
| E | Resilience – a demonstrated ability to persevere through periods of heavy workload and stressful situations |
| E | Ability to influence others in a non-directive manner |
| E | A demonstrated ability to establish working relationships with individuals, agencies and other stakeholders |
| **Organising for Quality Results** |
| E | Demonstrates good time management skills. |
| E | Takes accountability for the success of community initiatives to provide a safe, caring community. |
| E | Able to undertake research using established methodologies. |
| E | Regularly demonstrates initiative by seeking quality improvements within work processes |
| E | Able to apply project management processes, and utilise them to provide effective outcomes. |
| E | An understanding of how housing conditions can affect health |  |
| **Teamwork** |
| E | Can operate in an open-plan working environment. |
| E | Demonstrates the ability to lead/influence others |
| E | Demonstrates an ability to work well in a team |
| E | Excellent interpersonal skills and a proven ability to establish relationships with people/organisations at all levels. |
| **Communication** |
| E | Communicates clearly and concisely when seeking or providing information *(e.g., with senior management or public groups).* |
| E | Produces clearly written, well-formatted reports, which have clear recommendations for action. |
| E | Maintains confidentiality. |
| D | Has media experience. |
| E | Operates within the organisation in a non-discriminatory manner by respecting the rights of others. |
| E | Has an understanding of the needs of others. |
| E | Able to manage diversity, and encourage and assist others in this. |
| E | Understands the Treaty of Waitangi and its implications for local authorities. |
| D | Understands the statutory framework for treaty settlements and its implications for the Council  |
| **Strategic Focus** |
| E | Displays data analysis experience and knowledge*.* |
| D | Has the ability to think strategically for the purpose of planning and developing annual programmes. |
| D | Has the ability to align Council and external organisational objectives. |
| **Health** |
| E | Has no previous or current medical conditions which would affect the ability to perform the duties described in this job description. |
| **Circumstances** |
| E | Is willing to work overtime and weekends should this be required. |
| **Testing and Verification** |
| E | Able to verify authenticity of qualifications. |
| E | Holds a current driver’s licence. |