

**Mid/Far North Office (Payroll)**

Office 2 (Upstairs), Meridian Centre,  
93 Kerikeri Road, Kerikeri 0230  
Phone: (09) 401 6657, Dial 3  
Out of Area: 0800 832 383, Dial 3  
Email: hsnwageskk@homesupport.co.nz



**Home Support  
North**  
Charitable Trust

**Whangarei Office**

7A First Avenue, Whangarei 0110  
Phone: (09) 430 2090  
Out of Area: 0800 832 383  
Email: officewhg@homesupport.co.nz  
Website: [www.homesupport.co.nz](http://www.homesupport.co.nz)

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## POSITION DESCRIPTION

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**Position Title:** Co-ordinator Support – Whangarei Office

**Reporting to:** Co-ordinator Team Leader (CTL)  
Operations Manager (OM)  
Chief Executive (CE)

**Relationship with:** Payroll Staff  
Management Team  
Co-ordinator team  
Employee Support team  
Support Workers  
Clients and their Support People

**Date Prepared:** July 2017

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### **Background to Home Support North Charitable Trust**

Home Support North was established in 1994. It is a not for profit organisation governed by a Board of Trustees. The organisation provides homecare and personal care to Clients to enable them to live in their own home independently. The service extends to Clients in homes in the Kerikeri, Kaitaia and Whangarei areas. The Service has contracts to provide services to Clients that are under the care of the Northland District Health Board, Ministry of Health and ACC.

### **Overall Purpose of the Position**

Co-ordination and monitoring Client support/services. Administration support for Co-ordinators.

### **Person Specification**

#### **Personal Attributes:**

- Accuracy and Attention to detail
- Be able to clearly identify and maintain boundaries
- Good listening skills / Professional communication
- Ability to interpret and adhere to written instructions
- Customer Service – respectful manner at all times
- Self Control – Resilience
- Team Player – positive energy
- Follow Verbal Instructions
- Concern for Quality
- Sound Computer Skills
- Prioritising Workloads and able to handle pressure
- A basic understanding of and commitment to Health and Safety
- Empathy and compassion
- Willingness to support
- Full drivers licence

**KEY ACCOUNTABILITIES - DUTIES INCLUDE:**

Key Tasks	KPI's
<p><b>Afterhours Monitoring</b></p> <ul style="list-style-type: none"> <li>➤ After Hours Services monitoring</li> </ul> <p><b>Administration Support to Co-ordinators</b></p> <ul style="list-style-type: none"> <li>➤ Setting up and arranging visits</li> <li>➤ Arranging documentation required for new visits</li> <li>➤ Completing timely data entry to ACC portal</li> <li>➤ Data entry into electronic system</li> <li>➤ Maintaining rosters</li> <li>➤ Assistance with placement of Support Workers</li> <li>➤ Completion and investigation of anomalies</li> <li>➤ Other administration support as mutually agreed</li> </ul> <p><b>Client Support/Services and Office Duties</b></p> <ul style="list-style-type: none"> <li>➤ Support Worker relief</li> <li>➤ Assist Co-ordinators with Clients including annual reviews for low level Clients</li> <li>➤ Timely response to queries relating to relevant Clients or Support Workers</li> <li>➤ Relay any urgent information to Co-ordinators and maintain care boundaries</li> <li>➤ Reception / Telephone Duties – customer services as required</li> <li>➤ Assistance with filing, maintaining Client and Support Worker files and archiving including discharged Client files neatly and precisely</li> <li>➤ Allocate emails and respond where requested/appropriate</li> <li>➤ Accurate documentation of all Client and Support Worker notes as may be required</li> <li>➤ Seek approval for all individual letters from Operations Manager / Chief Executive before being sent</li> <li>➤ Performance reporting of Support Workers in system and refer as required to Employee Support Team</li> <li>➤ Attendance at team /staff / service meetings</li> <li>➤ Escalate complaints up to Operations Manager/Team Leader/Employee Support Team Leader once documented</li> <li>➤ Seek assistance and guidance from Co-ordinator, Team Leader or Operations Manager for tasks/queries outside of professional scope</li> <li>➤ Comply with code of conduct and act professionally</li> <li>➤ Support Employee Support Team as required</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>➤ Accurate / timely reporting and recording of incidents, injuries and complaints</li> <li>➤ Actively participate in Health and Safety practices &amp; follow policy</li> <li>➤ To actively participate in safe and early return to work processes following injury or illness</li> <li>➤ Encourage and facilitate safe work practices when delegating shifts to Support Workers</li> </ul>	<ul style="list-style-type: none"> <li>➤ After hours shifts covered competently</li> </ul> <ul style="list-style-type: none"> <li>➤ Client file/documents collated for each new referral</li> <li>➤ KPI's in ACC portal will be met</li> <li>➤ Supplies of Client packs and other relevant documents is maintained</li> </ul> <ul style="list-style-type: none"> <li>➤ All relief will be covered and seen on system planner</li> <li>➤ Low level annual reviews will be up to date and completed as per policy</li> <li>➤ Appropriate Client and Support Workers will be matched wherever possible with Client care level, Support Worker skill level and Health and Safety, with travel taken into consideration</li> <li>➤ Client and Support Worker files are evidenced in maintained status</li> <li>➤ 'Exits' are filed and processed timely – evidenced in cabinet</li> <li>➤ Emails will show actioned/filed in appropriate folders</li> <li>➤ File documentation will show clear, factual and timely entries</li> <li>➤ Performance monitoring of Support Workers will be documented</li> <li>➤ Client monitoring will be evidenced on file</li> <li>➤ Customer service skills observed as being in line with Service expectations</li> <li>➤ Positive support and cooperation seen to be given to Employee Support Team</li> <li>➤ Minutes of meetings will show attendance</li> <li>➤ Complaints process followed as per policy</li> </ul> <ul style="list-style-type: none"> <li>➤ Accident/Incident process can be evidenced</li> <li>➤ Proactive Health and Safety focus will be actively seen in practice</li> </ul>

## REPORTING REQUIREMENTS

- Report to Team Leader (TL) or Operations Manager (OM) any issue that cannot be resolved
- Report any staff issues or concerns to TL or OM
- Follow incident process as and when required as per policy
- Report any Health and Safety concerns immediately to most senior person in office – CE, OM, QSRM, ESTL, CTL
- Report inability to be present for work due to illness or personal reasons when immediately known to Manager. A medical certificate may be required for 3 or more consecutive days absent
- Report to your Manager, if you are unable to complete your required workload within timeframes set and advise what your plan is to achieve this
- Ensure when taking annual leave that all tasks that can be covered prior to commencement of leave are completed. Ensure all other daily tasks have been arranged to be covered by another staff member or identified to Management

Other tasks related to the efficient operation of the Service as may be required from time-to-time and mutually agreed.

Employee Signature: .....

Date: ..... / ..... / .....

Employer Signature: .....

Date: ..... / ..... / .....