



Workforce Development Coordinator Position Description

Our Vision

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.

Our Mission

To continue the healing mission of Jesus Christ.

Our Values

Hospitality Manaakitanga

A welcoming openness to all; to the familiar and the mystery of self, people, ideals, experience, nature and to God.

Compassion Aroha

Feeling with another in their discomfort or suffering and striving to understand the other's experience with a willingness to reach out.

Respect Whakaute

An attitude treasuring the unique dignity of every person and recognising the sacredness of all creation.

Justice Tika

A balanced and fair relationship with ourself, neighbour, all of creation and God.

Excellence Hiranga

Giving the optimum standard of care and service within available resources.

Role, Purpose and Scope

To manage and coordinate the regional learning and professional development of St John of God Hauora Trust's workforce. To manage and co-ordinate the ongoing, long-term improvement of employee skills, enabling them to fulfil their potential with St John of God Hauora Trust.

Authorities

As per St John of God Hauora Trust's Management Authority Matrix and as delegated by the Chief Executive Officer.

1 Key Relationships

| Reporting Relationships | |
|---|--|
| Responsible to | Regional Manager |
| Responsible for | Nil |
| Functional Relationships | |
| The Workforce Development Coordinator will develop and maintain excellent relationships with the following colleagues, customers and clients for the purposes stated below. | |
| Internal Relationships | |
| Who does the job holder work or interact with inside St John of God Hauora Trust | The purpose and frequency of these interactions is to: |
| Care recipients | Delivery of high quality services that support care recipients in a manner consistent with mission, values and contractual requirements. |
| Regional Manager Health and Ability Services | Share information and take direction on the delivery of all health and ability services. |
| Health and Ability Services staff | Communicate and interact as necessary to ensure excellent delivery of clinical services. |
| Chief Executive Officer and Trust Office managers and staff | Discharge responsibilities involving: finance and procurement, project management, business development and communications, human resource, information and communication technology, Mission, risk management, quality monitoring and management and health and safety. |
| External Relationships | |
| Who does the job holder work or interact with outside St John of God Hauora Trust | The purpose and frequency of these interactions is to: |
| Care recipients families and representatives | Liaison as required to ensure good flow of information, effective problem solving and excellent delivery of services. |
| Suppliers | Safe, effective and timely delivery of supplies. |
| Contractors | Safe and effective delivery of services. |
| Professional bodies unions and government agencies | Ensure effective liaison between St John of God Hauora Trust and unions, professional bodies and government agencies. |
| Volunteers | Communicate appropriate health and ability information with volunteers. |
| Visitors | Facilitate appropriate visiting arrangements. |

2 Key Result Areas

2.1 Deliver Services to a High Standard

2.1.1 Key Responsibilities Include

- Manage and/or perform all workforce development coordinator functions necessary for caregivers as directed by the Regional Manager.
- Provide services in a manner that meets the cultural needs of service recipients.
- Ensure budget and service delivery targets are met or exceeded.
- Behave in a manner consistent with St John of God Hauora Trust Mission and values.

2.2 St John of God Hauora Trust Practice

2.2.1 Key Responsibilities Include

- Keep current and comply with St John of God Hauora Trust's systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.
- Make best endeavours to honour obligations to tangata whenua, mana whenua under Te Tiriti o Waitangi.
- Provide high quality, professional services showing courtesy and respect in interactions.
- Demonstrate an honest respect for and appreciation of biculturalism and diversity by supporting fair treatment and equal opportunities for all.
- Contribute to the sustainability efforts of St John of God Hauora Trust through the responsible use of resources and equipment.
- Demonstrate commitment to professional development, taking advantage of learning opportunities.

2.3 Stewardship and Fundraising

2.3.1 Key Responsibilities Include

- Contribute to the development and realisation of the St John of God Hauora Trust donations, grants and bequests strategy.
- Deliver all services within the approved budget.
- Contribute to the development and realisation of the St John of God Hauora Trust Fundraising Plan.

2.4 Risk Management

2.4.1 Key Responsibilities Include

- Contribute to proactive risk management for St John of God Hauora Trust, consistent with risk management policies and practices across the organisation.
- Provide robust and well considered advice to management on relevant risk, assurance and business improvement matters.

2.5 Health and Safety

2.5.1 Key Responsibilities Include

- Comply with Workplace Health and Safety Legislation and Regulations.
- Observe and role model all St John of God Hauora Trust's safe work policies, procedures and instructions.
- Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace.

2.6 Leading and Managing Staff

2.6.1 Key Responsibilities Include

- Ensure that agreed recruitment, induction, orientation, performance management systems are implemented.
- Facilitate learning and development initiatives.
- Ensure cessation tasks are completed.

2.7 Mission

2.7.1 Key Responsibilities Include

- Understand, support and promote the Mission and Values of St John of God Hauora Trust.
- Demonstrate attention to the needs of the client to privacy, dignity and the maintenance of confidentiality.
- Provide a positive and supportive environment for colleagues.

2.8 Projects or Other Duties

Carry out other duties which may reasonably be required from time to time in the course of St John of God Hauora Trust's business and which fit the role's purpose as stated, and for which the position holder is qualified or has received adequate training or instruction.

3 Key Tasks

The following are key tasks of the role but this is not exhaustive and other tasks can be added at the discretion of management.

- To identify the training and development needs within the region through job analysis and regular consultation with Managers and peers. Produce Workforce Development Plans for specified parts of St John of God Hauora Trust as required.
- To design, develop and deliver training and development programmes based on both St John of God Hauora Trust's and individual's needs.
- To coordinate and liaise with other Workforce Development Coordinators to ensure consistency of practise in workforce development across all regions and Services.
- To consider the costs of planned programmes, keeping within budgets and assess the return on investment of any training and development programme.
- To work with Managers and peers to produce training and development programmes that are satisfactory to all relevant parties within St John of God Hauora Trust.
- To develop effective induction and orientation programmes and monitor compliance and effectiveness.
- To have a commitment to uphold the principles of Te Tiriti o Waitangi and apply them in the practice of learning and development.
- To produce training materials for in-house courses.
- To ensure that statutory training requirements are met, for example, Care and Support Workers (Pay Equity) Settlement.
- To evaluate training and development programmes.
- To amend and revise programmes as necessary, in order to adapt to changes occurring in St John of God Hauora Trust.
- Apply for grants/donations to assist with the delivery of training and complete all associated documentation and performance monitoring.
- Collect and administer data within, and report information from, the Enterprise Human Resources Information System or other training information system
- Produce reports of workforce development progress as required.
- To help line managers and trainers solve specific training problems, either on a one-to-one basis or in groups.
- To keep up to date with developments in training by reading relevant journals, going to meetings and attending relevant courses.
- To liaise with other training providers as appropriate
- To have an understanding of e-learning techniques and, where relevant, being involved in the creation and/or delivery of e-learning packages.

4 Performance Criteria

St John of God Hauora Trust has a Performance Management System which is undertaken annually. During this process, the manager and staff member will discuss and agree what contribution the staff member is expected to make during the review period towards achieving St John of God Hauora Trust's objectives. Objectives (consistent with the Key Result Areas and Behaviours in this Position

Description and St John of God Hauora Trust's Strategic Plan); performance measures (indicators of achievement) and the support (including development) required by the staff member to achieve these objectives will be agreed.

5 Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Workforce Development Coordinator at today's date.

Manager's Signature

Date

Manager's Name

Employee's Signature

Date

Employee's Name

This Position Description will be reviewed at least once a year during the course of Performance Management System meetings. Any changes which need to be made will be signed off by the responsible Management Team member, and the Human Resources Department.



Workforce Development Coordinator Person Specification

Education

- A nursing qualification is required (Health and Ability Services only)
- Tertiary qualification, or relevant background in adult education, health, social sciences, or community development is preferable.

Candidates shortlisted for interview will be required to present original documentation and photocopies of qualifications at the initial interview. Human Resources will verify the qualifications, and arrange for validation by the awarding bodies.

Required Registrations/Certificates/Licences or Memberships

- Nil.

Technical or Professional Knowledge, Skills and Experience

- Experience creating and delivering accredited and non-accredited professional development or training, including experience in developing and facilitating e-learning initiatives, for example; webinars, blended learning and video streaming.
- Experience in delivering presentations to a variety of audiences (e.g. health professionals, general community) and proficiency in incorporating ways to improve and enhance the training delivery model/methodology.
- Commitment to uphold the principles of Te Tiriti o Waitangi and apply them in the practice of learning and development.
- Highly developed computer skills, including word processing, spreadsheets and online applications.
- Strong communication skills, both verbal and written, with experience in translating technical information for a wide range of audiences.
- Exceptional time management skills and attention to detail.
- Experience in developing, implementing and evaluating projects successfully and within agreed budget, scope and timeframes.
- Ability to plan, organise and allocate resources effectively.
- Ability to plan, organise and stage training sessions and events.
- Able to support and guide caregivers in their learning and completion of accredited training courses.
- Ability to communicate effectively, both orally and in writing.
- High level of accuracy and attention to detail required.
- Ability to work in partnership with colleagues, training providers and other key stakeholders.
- Leadership experience.
- Working knowledge of relevant legislation (e.g. Children's Young Persons and their Family Act 1989, Employment Relations Act 2000, Care and Support Workers (Pay Equity) Settlement, Health

and Disability Services (Safety) Act 2001, Privacy Act 1993, Health Information Privacy Code 1994, Health Information Retention Act 1996, Health and Safety at Work Act 2015, Accident Compensation Act 2001, Health Practitioners Competency Assurance Act 2003, Human Rights Act 1993, Charitable Trust Act 1957, Building Act 2004).

Candidates who successfully reach the final stages of the selection process for this role will be required to undergo Criminal Conviction screening. A satisfactory report from the relevant agency will be a condition of employment.

Behaviours

Customer Focus

Developing and sustaining productive customer relationships and making their needs a primary focus of one's actions.

Contributing to Team Success

Actively participating as a member of a team to move the team toward the completion of goals.

Work Standards

Setting high standards of performance for self and others, and assuming responsibility for successful completion of tasks.

Continuous Learning

Actively identifying new areas for learning, seizing learning opportunities, and learning through the application of newly gained knowledge and skills.

Decision Making

Making logical and informed decisions using a methodical, thorough process to choose between alternative courses of action.

Gaining Commitment

Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans.

Communicating with Impact

Clearly conveying information and ideas through a variety of media in a manner that engages the audience and helps them understand and retain the message.

Managing Work (Includes Time Management)

Effectively managing one's time and resources to ensure that work is completed efficiently.

Responsiveness

Acts fairly and impartially in all dealings with others, respecting their rights and needs, demonstrating an understanding and respect for Maori, Pacific peoples' and ethnic minorities' values and beliefs. Incorporates cultural responsiveness and Equal Employment Opportunities principles into work practices and promotes Equal Employment Opportunities policy to peers and others.