

Community Services Manager

Reporting to: GM Regulatory, Planning and Community Services
Location: Hokitika
Date Reviewed: May 2022

Position Purpose

The Community Services Manager is responsible for:

- Managing and Coordinating government funded community projects
- Leading the Community Services Group,
- Oversight of the Community Development Advisor
- Managing the “Welcoming Communities” initiatives
- Liaising with the Westland District Library Manager
- Liaising with the Hokitika Museum Director
- Managing key government funded strategic community development projects
- Providing information to the Chief Executive and elected members as required.

This is achieved through:

- a) Leading and coordinating funded community projects
- b) Leading the community functions of Council
- c) Supporting community aspirations through the provision of Museum and Library Services, and advice to community organisations
- d) Engaging with Maori and stakeholder groups to further enhance cultural and heritage aspirations as relates to community service activities
- e) Driving a culture of excellent customer service across the organisation

Additional Responsibility

With the CE, ELT, being the primary lead for economic development unit, when it is developed.

Functional Relationships

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Chief Executive • Executive Team • Mayor and Councillors • Westland District Council staff 	<ul style="list-style-type: none"> • Customers: residents, job seekers, employers, community organisations • Government Departments and agencies • Local businesses, contractors and organisations • Other Local Authorities • Iwi and Tangata Whenua

Limitations of Authority: \$50,000

Direct reports: 3

Key Tasks and Responsibilities

1. Mayoral Taskforce for Jobs Project

Effectively manage and facilitate resources for the project particularly in relation to:

- the annual Inspire to Aspire Career day
- Liaise with existing youth program providers to ensure vulnerable youth are engaged and working towards work readiness Network with each of the Westland Communities to establish needs and opportunities being a local point of focus for potential employees and employers to access;
- Management of social media and promotion of MTFJ Community Recovery to enable easy access for employers and potential employees;
- Sourcing and, where appropriate provide pastoral care for employees to ensure sustained employment outcomes
- Ongoing liaison with employers of employees for the duration of the agreement on as as-needs basis
- Co-ordinate with training providers with a view to creating training opportunities to increase employment placements;
- Connect with and establish working relationships with businesses, contractors and organisations
- Assume financial responsibility for the programme through a one-up approval system;
- Meeting monthly and annual reporting and management requirement of the MTFJ Community Recovery Project
- Managing responsibilities and functions of the MTFJ Coordinator Assistant.
- Optimising the team workload and daily tasks.

Expected Results:

- a) Annual Inspire to Aspire Career day is run with flair, on time and within budget;
- b) Vulnerable youth are engaged with appropriate providers and working towards work readiness
- c) Westland Communities are included as providing a point of focus for potential employees and employers;
- d) Social media for the project is fresh, up to date and relevant to the audience.
- e) New employees and employers are supported as part of the project with pastoral care and appropriate advice provided as necessary;
- f) Training providers create opportunities to increase employee placements;
- g) Project team has effective working relationships with businesses, contractors and organisations;
- h) Budget is well managed and reporting is available in a transparent manner;
- i) Reporting requirements are provided to an appropriate standard and in a timely manner;
- j) MTFJ Coordinator is effective in the supporting role for the Project leader.
- k) Human resource policies and practice are complied with, and staff are mentored and provided with appropriate training.
- l) Staff achieve performance and development targets, regular feedback is provided to staff, and any performance issues are managed in a timely and sensitive manner.

2. Provide a high level of Customer Service

Leading the group to optimise customer service in both quality and timeliness.

- Actively promote and demonstrate good customer service.
- Provide a prompt and efficient service within agreed timeframes.
- Ensure customers are treated with respect and in a friendly and professional way.
- Ensure information is accurate and easy to understand (jargon-free).
- Follow-up all matters to ensure customer is aware of status of query/complaint.

Expected Results:

- a) They have received a prompt and accurate response to their contact with Council.
- b) They have been treated with courtesy and respect.
- c) We have given accurate answers and information in a timely manner.
- d) Well informed about progress with, or decisions reached on, their contact with Council.

3. Welcoming Communities – 2022/2023 term

- a) With the support of Community Development Advisor develop and run a “ Welcoming Communities” programme per the signed funding agreement with MBIE
- b) Develop and implement a plan to provide on-going support to Migrants, work visa holders, seasonal workers and tourists;
- c) Support the eight elements of the Welcoming Communities Standard as set out in the Westland District Council Welcoming Communities Plan

Expected Results:

- a) Existing groups are drawn together, connections are strengthened;
- b) Connected communities support individual and collective wellbeing
- c) Newcomers to the District are supported and remain in the area;
- d) Newcomers to the District feel safe, included, valued and socially connected.
- e) Budget for Welcoming Communities is reported on and kept within.

4. Leadership

- Provide supportive leadership to ensure that council and personal objectives are met.
- Ensure staff have clear performance plans and measure their performance against these plans
- Regular coaching of staff performance – providing feedback on performance standards, setting goals and action plan, and reviewing achievements.
- Motivate staff to provide the highest level of service and to work in a team environment.
- Carry out performance reviews for staff
- Ensure all staff have identified training and development programmes as appropriate.
- Ensure the MTFJ and Community Service team lives by the Vision and Values of Council.
- Contribute to effective recruitment to attract and retain the best person for the position and then ensure a complete and comprehensive induction takes place.

Expected Results:

- a) The team participates and contributes to the organisation in a positive, proactive way, and respects the contributions of others.
- b) Team works together in a cohesive and productive way
- c) Training needs and identified/approved staff training and development programmes implemented.
- d) Team meetings are conducted regularly and staff are well informed of organisational issues.
- e) Staff are comprehensively inducted so that they are productive and comfortable in their role within 3 months.
- f) Carry out performance reviews on a regular basis for all staff reports.
- g) Staff receive regular feedback and assistance in their roles to perform at a higher level.
- h) Performance reviews conducted in a timely and professional manner.
- i) Compliance with human resource policies and practice

5. Community Services

- Establish and maintain relationships with Ngai Tahu (Makaawhio and Ngati Waewae)
- Oversee community development/services in accordance with Annual Plan service levels
- Support community projects, events and organisations as resources and funding allows.

Expected Results:

- a) Museum, Library and Community Development/Services meet the needs of the community.
- b) Relationship with Iwi is optimised and supported as required from council
- c) Community forums are supported as required and actions feedback through to council
- d) Ensure the communities are supported through good advice and funding agreements are well managed. Advice is articulated clearly and delivered confidently.
- e) Support for community projects and events if provided as resources allow.

HEALTH AND SAFETY:

- To adhere to all Council health and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

Person Specification

Qualifications/Experience

- A Post Graduate Qualification in a related field, or a Bachelors qualification in a related field with prior management experience
- Established working relationships with Westland District employers and the placement of employees and/or apprentices
- Good understanding of Council community development responsibilities
- Minimum of 3 years' experience in a managerial role or demonstrated capacity through a related role to perform the functions of this role with minimal training.
- Computer literate with software proficiency covering a variety of applications.
- An understanding of the Council environment, and an appreciation for the political and sensitive nature of Local Government and communities

Skills / Attributes

- Excellent Customer Service skills
- Leadership skills to ensure the team optimises performance with the customer front of mind
- Demonstrated logical thinking and ability to understand, troubleshoot and propose improvements to complex systems including policies and procedures
- Creative thinking and initiative
- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Ability to manage time and prioritise and organise workload

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

Employee's Signature

Date

Manager's Signature

Date