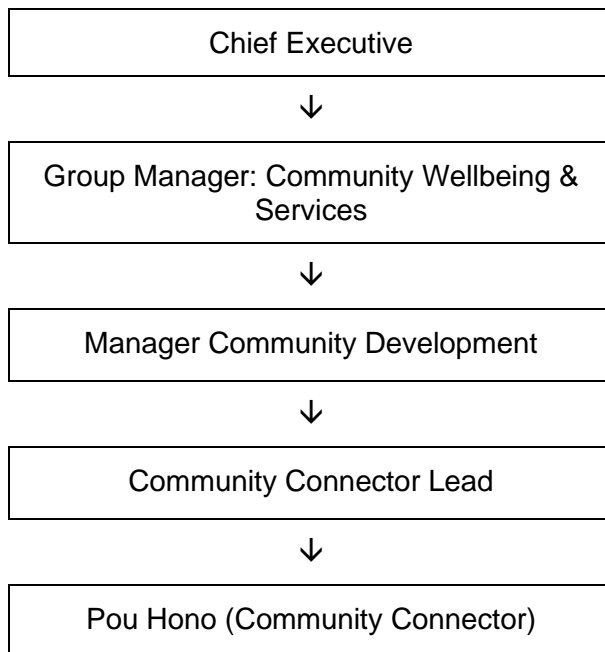


POSITION DESCRIPTION

Position: Pou Hono - Community Connector
Team: Community Development
Group: Community Wellbeing and Services
Responsible To: Community Connector Lead
Group: Community Wellbeing and Services
Responsible For: Nil
Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities.

Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Community Wellbeing and Services Group. The Group includes Aquatics and Splash Planet, Hastings Sports Centre, Camberley Community Centre, Flaxmere Community Centre, Hastings District Libraries, Te Whare Waiaroha, Security, Senior Housing, Community Development, Youth Development, Community Safety, Welcoming Communities, Community Grants, Hastings City Art Gallery and Toitoti.

The role of the Pou hono is flexible and adaptable to community needs as they focus on recovery. The responsibilities of this position are to be a single point of contact for cyclone impacted whenua Māori and or Māori community members including, Māori landowners, Māori residential occupants, Post-Settlement Governance Entities (PSGEs), Hapū Authorities, Taiwhenua, Iwi, marae, Māori Trusts, and Māori Incorporations with a particular focus on navigating Council processes and in connecting with other external services. Pou Hono - Community connectors provide information about Council services and processes, and where they are not aware of the answers themselves, will seek out answers in relation to Council services and processes and feed those back.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Pou Hono - Community Connector

- Assessing and assisting a coordinated response to Māori community needs.

- Provision of support to individuals/whānau/Māori Communities to access the help they need from other agencies in terms of connecting and advocacy with other agencies in terms of coordination, information, and education.
- Not offering solutions, but referring to appropriate services and agencies, aiming to increase resilience and self-reliance amongst cyclone impacted Māori community members.
- Critical services are engaged in order to help people make informed decisions about their future.
- Perform services to the level that they are professionally trained, capable, and commissioned to undertake. This will most often mean professional specialist services are provided by other agencies (i.e. not providing the role of counsellors or psychologists).
- Coordination and facilitation of the Māori community engagement and consultation process.
- Identification, assessment and planning to meet the impacts of Cyclone Gabrielle through a community development approach.
- Being a single point of contact for cyclone impacted Māori community members.
- Maintaining contact with Māori community areas and being responsive to the emerging needs of the impacted households.
- Advocating for individuals/whānau/Māori communities and or entities.
- Facilitating projects and activities that support the recovery and needs of individuals/whānau/Māori communities and or entities as a result of Cyclone Gabrielle's impacts.
- Building and maintaining relationships with partner agencies.
- Project management.

Record Keeping

- Creates and maintains accurate client records within the case management system.
- The collection, sharing and storing of personal information complies with relevant legislation and the Privacy Act.

Professionalism

- Act in a professional manner that respects the individuals/whānau, reflects professional/personal boundaries and acts in line with Hastings District Council's employment policies and procedures.
- Demonstrates a professional, flexible, and positive manner with individuals/whānau/Māori communities that promotes problem solving, independence where possible and empowerment.
- Takes advantage of opportunities to extend knowledge and understanding of the Treaty of Waitangi and apply these principles.
- Actively engages in a respectful and meaningful way with Māori, Pasifika and other ethnic stakeholders, service users and their communities.

Health Safety & Wellbeing

- Individuals/whānau/Māori communities' counsellor or psychological needs are passed onto other agencies.
- Attend regular professional supervision sessions.
- Comply will HDCs Health & Safety Policies and Procedures.

Important Functional Relationships

External

Māori Community members and community leads/navigators (whānau, hapū, marae)
Māori Community groups and organisations (hapū, Hapū Authorities, marae, Taiwhenua, PSGEs, Office of the Māori Trustee, Federation of Māori authorities)
Health and Wellbeing providers
Key partners, stakeholders and agencies
TPK, MSD and other externally funded Community Connectors/Navigators

Internal

Office of the CE and Pou
Ahurea team
Community Wellbeing and Services staff
Customer Services
Building team
Recovery team
Asset Management team
Health, Safety and Wellbeing team
People Experience team
Other Council staff

Committees/Groups

Relevant committees and groups internal and external to Council

Person Specification

Qualifications

- A relevant tertiary qualification and/or extensive experience in community development / engagement or a similar discipline is essential.
- Although this role does not provide counsellor or psychological support, experience and or previous experience within emergency recovery social work or mental health is desirable.
- Full clean Driver's Licence essential.

Knowledge/Experience

- A good understanding and background in te reo Māori me ōna tikanga.
- An awareness of the Privacy Act 2002, Children's Act 2014 and the Health and Safety at Work Act 2015.
- Computer literacy, including Microsoft 365 and database systems.
- Strong communication skills, both oral and written including report writing.
- A demonstrated ability to establish working relationships with individuals, agencies and other stakeholders.
- Resilience – a demonstrated ability to persevere through periods of heavy workload and stressful situations.
- Ability to influence others in a non-directive manner.
- Experience working with diverse communities.
- Proven experience in helping individuals and whānau with stress management, as well as grief and loss would be an advantage.
- Project management qualifications desirable.

Key Personal Competencies

- Able and willing to work outside normal business hours (public holidays, weekends and evenings) when necessary.
- Have a person-centred approach.
- Uses a strength based and solution focused approach.
- Have self-determination and an empowered approach.
- Acts professionally; self-starter; risk assessor; good listener.
- Sound judgement, initiative, and decision-making skills; considers long-term impacts of decisions.
- Establishes and maintains solid relationships with partner agencies and cyclone impacted individuals/whānau/Māori communities.
- Advocacy skills.
- Strong relationship management skills and emotional intelligence.
- Ability to work autonomously but can also coordinate others and services.
- Strong customer service ethics.

- Ability to work with challenging behaviours; conflict resolution skills and ability to remain calm under pressure.

Personal Attributes

- A passion for communities.
- Energetic, enthusiastic, and motivated to work with impacted communities.
- Strong proactive approach and ability to initiate action.
- Excellent customer service and communication skills.
- Results focussed.
- Professional, conscientious, honest, and reliable.
- Able to work as part of a team as well as unsupervised.
- Organised.
- Cultural sensitivity and respect for diversity.
- Empathetic and patient.
- High degree of professional judgement and integrity.