



## Job Description

<b>Position:</b>	<b>Front of house community worker</b>
<b>Type:</b>	Permanent, Part Time Position
<b>Role purpose:</b>	To support the Northern Coromandel community
<b>Reporting to:</b>	The Manager, Colville Junction (CJ)

### Background

CJ is a Charitable Trust founded in June 1997.  
 Our Vision: Strong and vibrant communities in Northern Coromandel  
 Our Mission: To support our remote communities to meet their needs and aspirations  
 This role is to assist in the delivery of CJ's mission.

### Key relationships

- CJ Manager, staff, Trustees and volunteers
- Community members
- Representatives of relevant government agencies, charities and support groups.

Area	Deliverables/outcomes
<b>Community responsiveness</b>	<ul style="list-style-type: none"> <li>● Be responsible for the delivery of the front desk tasks on days there isn't a community volunteer (this includes maintaining statistics, welcoming and supporting visitors and assisting providers/partners to set up).</li> <li>● Develop an awareness of community needs and aspirations and implement initiatives to address these, following CJ's Strategic Plan and Delivery Plan.</li> <li>● Develop a sound understanding of what the local and wider services in the community are and actively promote these within the community.</li> <li>● Provide support, information, advice and referrals (in consultation with the manager), as appropriate.</li> <li>● Promote community information and awareness, including hosting events, workshops and preparing articles for publication.</li> <li>● Facilitate training and employment opportunities throughout the community.</li> </ul>
<b>Relationships and communication</b>	<ul style="list-style-type: none"> <li>● Work collaboratively with:               <ul style="list-style-type: none"> <li>▪ CJ staff and volunteers</li> <li>▪ external support services</li> <li>▪ the community</li> </ul>               to achieve and manage sustainable community outcomes.             </li> <li>● Develop appropriate networks, partnerships and collaborative relationships with stakeholders.</li> <li>● Recruit, manage and CJ office volunteers in consultation with the manager.</li> <li>● Develop and maintain positive relationships with people in the community.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>● Maintain accurate records of clients, processes and outcomes.</li> </ul>

- Regularly report to the CJ Manager.
- Participate in CJ administrative and reporting processes.
- Take the lead on ensuring community resources are up to date and accessible (eg Books and DVD clean up, pamphlet reduction/updating).
- Manage front desk money (Op-Shop and printing money). Record and store money once a week, ask a colleague to countersign record book.

## PERSON SPECIFICATION

### SKILLS & KNOWLEDGE

1. Excellent relationship building skills with diverse people and groups
2. Understanding or willingness to learn about tikanga Māori and Te Tiriti o Waitangi
3. Experience working with communities in collaborative ways to facilitate community outcomes
4. Oral and written communication skills, including computer skills
5. Problem solving and time management
6. Empathetic listening and ability to handle difficult situations
7. Knowledge of community work and/or social services
8. Knowledge of the Colville community is an advantage.

### ATTRIBUTES

- Empathetic
- Sociable
- Work with integrity
- Community outcomes focus
- Adaptability
- Commitment to learning and development.

### OTHER

- A current clean driver's license and vehicle willing to use occasionally for work an advantage.
- Willingness to be police vetted.