

POSITION DESCRIPTION

TITLE: Operations Coordinator	
REPORTS TO: Chief Executive	DIRECT REPORTS: NIL
	INDIRECT REPORTS: Relief Staff
LOCATION: Christchurch	DATE: September 2021

Overview:

SkillWise is a fun and vibrant community organisation making a difference in people's lives. Based in the central city, no two days are ever the same as we work alongside adults with learning disabilities supporting them to live the life they want. Collaborating with disabled people, their families and whānau, we assist in creating a life where people are valued as full participating citizens through work, education and having fun!

Purpose of the position:

The Operations Coordinator is a key role in the organisation. Working as part of the Leadership Team, this role ensures the efficient and safe day-to-day operations of SkillWise activities and premises.

General:

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

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Key Areas Of Responsibility	
Rostering	<ul style="list-style-type: none"> All group activities & individual supports requiring cover due to staff appointments/illness/leave, are adequately covered via a roster. This includes arranging cover for breaks/duties when a person is on leave. Work with the Chief Executive to ensure rosters are completed within budget.
Relief Staff	<ul style="list-style-type: none"> Relief Staff are well equipped to undertake their roles - they have access to handovers, required resources, good understanding and support. Process weekly timesheets in Xero for Relief Staff. Process mileage and reimbursements for Relief Staff.
Daily operational tasks	<ul style="list-style-type: none"> Unlocking the building and setting things up for the day – opening rooms, turning on heat pumps etc. Assist with incident/crises for the people we support – as required. Clear voicemail messages daily – recording these in Chilli. Check for and follow up any absences for the people we support – record these in Chilli. Maintain and update Chilli news page & Visual Timetable. Health and safety policies and procedures are understood and followed at all times.
Building & vehicle maintenance	<ul style="list-style-type: none"> Ensure vehicle fleet maintenance and repair is up to date. Reporting significant issues/concerns to the CE. Identify & resolve any building issues in a timely fashion. Reporting significant issues/concerns to the CE. Organising cleaning during our staff planning weeks.
Resource management	<ul style="list-style-type: none"> Oversight of tablets, metrocards, library cards, gym cards, cellphones – including maintaining the register of these. Maintain cleaning, bathroom, first aid, stationary and kitchen supplies and ordering new supplies as required.
Administration	<ul style="list-style-type: none"> Create Chilli Events and register participants - in conjunction with others in the Leadership Team. Process Change of Attendance requests in a timely manner + generate weekly report to send to relevant staff. Assisting with planning for various projects/events at SkillWise.

Key Relationships:	
Internal	Nature of the Relationship
Chief Executive	Reports to
Group Service Lead	Works collaboratively with
Community Service Lead	Works collaboratively with
Board	Works collaboratively with
Quality & Systems Administrator	Works collaboratively with

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Fundraising Co-ordinator	Works collaboratively with
Community Facilitators	Works collaboratively with
Employment Support Coordinators	Works collaboratively with
People we support and families for people we support	Works collaboratively with
External Relationships	Nature of Relationship
Suppliers & contractors	Engages services as required
Other community, NGO & service providers	Works collaboratively with

Formal Qualifications / Training / Experience	Required	Desirable
Degree or Diploma in health & disability field		✓
Experience with rostering		✓

Competency	What this looks like
Communication	Listens to and relates to others positively. Communicates in an effective manner
Team Work	Works collaboratively and in conjunction with others
Decision Making & judgement	Makes timely, informed decisions that take into account the facts, goals, constraints and risks
Organisation & attention to detail	Applies logic and prioritises tasks effectively
Problem solving	Identifies potential issues and finds proactive and pragmatic solutions to these

Key indicators of success:

- (1) ability to take proactive steps of planning and service delivery;
- (2) ability to manage or achieve kpis on a continuous basis;
- (3) ability to submit timely and accurate reports on plans and deliverables;
- (4) regularly undertake personal development and or training;
- (5) any conflict with management, staff, people we support or external stakeholders is resolved in a timely and satisfactory manner;
- (6) ability to be flexible and open to change and with feedback from key stakeholders, such as the management, peers, the people we support, families/whanau etc;
- (7) supports SkillWise vision, mission and values;
- (8) complies with SkillWise procedures, policies and reporting requirements

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Employee Signature	Date	Manager Signature	Date
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