

###### **POSITION DESCRIPTION**

**West Coast Disability Resource Service**

**Information Consultant – Grey & Westland Districts**

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**REPORTS TO**  CEO, via Operations Manager

**HOURS:**  9 hours per week, Monday to Friday (flexible, team-based schedule)

**LOCATION OF WORK:**  WestREAP’s Hokitika & Blaketown sites

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**ORANISATIONAL PURPOSE – Who We Are:**

There are 13 REAPs across rural Aotearoa, who exist to develop rural communities through lifelong education:

***Our ‘Why’:*** *We exist because rural communities have the right to quality education that fulfils their aspirations.*

***Our ‘How’:*** *We use local knowledge and relationships to connect, develop, and empower people.*

***Our ‘What’:*** *We deliver lifelong learning activities that are responsive, contextual, and collaborative.*

**ORGANISATIONAL EXPECTATIONS – How We Work:**

We believe strongly in the notion of kotahitanga (unity), where we all act according to WestREAP’s values:

***Manaakitanga – Accessibility – Inclusivity – Empowerment - Responsiveness***

All staff are expected to exhibit behaviour that supports the mana of WestREAP, its kaupapa, and our learners.

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**POSITION PURPOSE:**

The West Coast Disability Resource Service (WCDRS) aims to provide disability, health and community information to disabled people, older persons, family/whanau and others who support the rights of everyone to live good lives in their communities.

The WCDRS Information Consultant is pivotal to the development of services, particularly in relation to a prompt response to information requests, and in the developing and maintaining of key relationships.

**POSITION SPECIFICATIONS:**

* Qualification and/or experience suited to Disability Resources.
* Competent in prioritising and working with little supervision; self-motivated and trustworthy.
* Willingness to work hard at being part of our bicultural organisation, e.g. learning about tikanga/Te Reo.
* Pronunciation skills in Te Reo, particularly around Māori names and place names is important.
* Awareness and appreciation of Te Tiriti o Waitangi and its relevance to our organisation.
* Collaborative and flexible mindset, able to step in and support learners and the team at any time.

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| **Key Task Area** | **Responsibilities & Expectations** |
| 1. **Service Delivery**
 | * Provide an efficient and effective first point of contact for people on the West Coast seeking disability/health related information.
* Provide the community and visitors to the West Coast with a first class and innovative Disability Resource and Information Service.
* Develop ongoing relationships with community groups and professionals.
* Ensure phone and email messages are checked and responded to at least once a day.
* Actively promote the work of WCDRS to West Coast communities.
* Load content to the WCDRS website (or Firstport) on local services, news and events and other Federation partner sites such as Firstport
* Work with the WCDRS Manager to load content and manage the WCDRS Facebook social media site
* Assist the West Coast DRS Team to operate in a professional and effective manner and meet terms of the contract.
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| 1. **Administration**
 | * Keep accurate records of the following for accountability reporting as stipulated in the NZ Federation funding agreement with WestREAP: statistical information (as stipulated in the NZ Federation's reporting document) Information relating to key support issues identified by people using the WCDRS including unmet needs.
* Collaborative work undertaken with other organisations (formal and informal)
* Any issues impacting on the WCDRS from other services (eg: closures or reductions of other services in our regions).
* Provide the above information in a timely manner for reporting to the WCDRS Manager for collating and reporting to the NZ Federation's Executive Officer, as outlined in the NZ Federation DRS Funding Agreement.
* All reporting requirements to NZ Federation of Disability Resource Service are submitted within the approved time frames via the WCDRS Manager.
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| 1. **WestREAP Team**
 | * Contributions to learners, the wider team and kaupapa are exhibited daily.
* Personal responsibility is taken to ensure open and honest communication.
* Colleagues collaboratively supported within their areas of work.
* All REAP Policies and Procedures are adhered to and followed.
* Relevant Te Reo and tikanga Māori exhibited in day-to-day activity.
* Professional development undertaken as negotiated with Senior Management.
* Assigned ICT for your role is updated and maintained appropriately.
* Work files are well organised and accessible to Senior Management.
* Timelogs are completed each Friday.
* Other duties completed as agreed by colleagues/assigned by Senior Management.
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This job description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

**ACKNOWLEDGEMENT**

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

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| **SIGNED BY YOU**.........................................................EmployeeDate : \_\_\_\_/\_\_\_\_/\_\_\_\_. |  | **SIGNED BY MANAGEMENT**.............................................ManagementDate : \_\_\_\_/\_\_\_\_/\_\_\_\_. |