

## Youth Services Co-ordinator

Auckland Branch

### Position Purpose

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Responsible for developing and implementing programmes and activities that will provide education, advocacy, support networks, and resources to children with diabetes and their families in Auckland.

The nature of this role requires some flexibility of hours to be managed in conjunction with Diabetes New Zealand - Auckland Branch Manager.

*This position description outlines the broad responsibilities for the role and what is expected by Diabetes NZ. Diabetes NZ's policies and procedures further explain the expectations we have on our employees and the responsibilities they have.*

### Diabetes NZ Auckland Structure

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Reports to: Diabetes NZ - Auckland Branch Manager

### Key Relationships

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- Internal: CEO DNZ, Diabetes NZ Auckland Branch Manager and Finance Manager, Funding Manager, Diabetes Youth Auckland Chair and Committee.
- External: Diabetic youth and their families, Starship and local DHB hospital staff, Local educational staff responsible for secondary care of diabetic youth, event suppliers and medical/supply distributors.

### Expectations and Responsibilities

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#### Programme Development

- Provide input into the strategic direction on development of services to meet the needs of Youth (under 25's) with Diabetes in Auckland in conjunction with Diabetes New Zealand - Auckland Branch Manager and DYA Chair.
- Development of an annual plan and implementation including the proposed budget (income and expenditure) that supports service delivery for each year.
- Provide quarterly reporting against management plan, outcomes, budgets, service delivery including evaluations and any learnings.
- Ensure all activities are within budget and signed off by both DYA Committee and Diabetes NZ - Auckland Finance Manager.
- Investigate new opportunities to support children with diabetes and their families beyond existing activities

### Programme Delivery

- Planning, marketing and implementing the logistics of DYA youth activities, events and camps, ensuring Health and Safety obligations are met and Risk Assessment planning occurs for each event.
- Recruit, coordinate and manage all the personnel related (i.e. Volunteers, health professions, dietitians) to activities and camps to ensure service delivery and events run smoothly.
- Ensure post event surveys are undertaken and debriefings take place after each activity
- Provide support for parents and their families affected by diabetes: at all times demonstrate qualities of empathy and empowerment.
- Liaise with key stakeholders in secondary and primary care to support best practice for youth with diabetes and families.
- Develop volunteers into future youth leaders
- Ensures DYA website and facebook has relevant content and up to date information in order to meet the needs of children with diabetes and their families

### Funding & Reporting

- Support the DYA Committee's fundraising activities and funding opportunities.
- Undertake monthly reporting for both DYA and DNZA Committee meetings
- Provide information for funding proposals and accountability reports as required

### Administration

- Attend and contribute at Auckland Branch meetings
- Provide regular feedback on DYA activities on a fortnightly basis
- Ensure Health and Safety Legislations is adhered to in all undertakings and Risk assessments for each event, and Health and Safety issues are immediately raised with Diabetes NZ - Auckland Branch Manager
- Assist in the maintenance of the youth database for DYA.
- Assist in organising DYA committee meetings ensuring appropriate project plan, documentation; meeting notes, budgets, risk assessment processes are presented.
- Assist when required with any DYA front of house queries.

## Generic Core Competencies

<b>Project Management</b>	The knowledge of project processes, methods, tools and techniques as well as the skills of delegating, negotiating, influencing, leadership, coordinating people and tasks, defining roles and responsibilities, handling conflict and decision making.
<b>Action Oriented</b>	Takes advantage of and is energised by challenging situations. Has the initiative to respond and act quickly with an appropriate amount of planning.
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers. Gains the customer's trust and respect. Raises the profile of client issues internally, encouraging

	others to consider the client perspective in internal forums.
<b>Time Management</b>	Uses time effectively and efficiently. Can make accurate estimates of time requirements. Is flexible and able to work efficiently in time-pressured circumstances to complete tasks and make room for other activities as they arise.
<b>Initiative</b>	Willing to go the extra mile. Proactively seeks to improve products and services and plans ahead for potential problems or opportunities and takes appropriate action. Seeks out and/or accepts additional responsibilities as appropriate. Has the ability to work autonomously, be self-motivated, with a real desire to get things done.
<b>Perseverance</b>	Driven by a desire to finish what they are doing. Continues with the required work until completion even when facing resistance or setbacks, but also able to confidently and competently decide when further work on a task becomes unproductive.
<b>Functional / Technical Skills</b>	Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
<b>Learning</b>	Learns concepts, skills and processes quickly. Capable of applying new skills and knowledge to improve processes and outcomes. Does well in courses and seminars.
<b>Informing</b>	Provides the information that people need to know to do their jobs. Provides accurate information so that people can make informed decisions in a timely manner.
<b>Listening and Interpersonal Skills</b>	Practices attentive and active listening. Demonstrates an understanding of different people needs and how they interact. Reads situations quickly and builds rapid rapport through effective communication.

## Qualifications and Skills

- Tertiary qualification or equivalent experience in related fields would be desirable
- Excellent understanding and knowledge of issues impacting young people with diabetes
- A demonstrated interest and enthusiasm for what Diabetes NZ and Auckland Branch represents
- Sound appreciation of working with volunteers in the not for profit sector, and valuing that experience. Strong organisational, administration and operational support skills

- Ability to demonstrate sensitivity to the needs and requirements of parents, families and young people with Type 1 diabetes and manage enquiries to their satisfaction
- Strong project and time management skills, including the ability to effectively manage workload and prioritise to achieve deadlines
- Excellent written and verbal communication skills as well as very strong interpersonal skills in a multi-cultural environment
- Knowledge of office and computer systems, (i.e MS 365 Office – Word, Powerpoint, Excel)
- Flexible, Team player
- Ability to learn and understand difficult concepts quickly
- Demonstrate systematic approach to problem solving and issue resolution
- Self-motivated and self-directed, good organisational skills
- High level of integrity and personal and professional standards

### **What is Expected from our Employees**

- Adheres to Diabetes NZ core values, embracing and applying them in everyday work. Advocates for the growth of these values, and spreads them to peers, members, third parties, and the general public
- Establishes and maintains a positive culture for the benefit of the working environment
- Provides a safe and healthy work environment for our people
- Supports and upholds policies, practices, and legislative and government agencies practices.
- Maintain, and encourage others to maintain, close relationships with peers and other Branches
- Provides advice, coaching and mentoring to Diabetes NZ's staff and members in matters related to own area of expertise
- Constantly meets high levels of personal and professional standards
- Provides and ensures the delivery of best practise and key technical expertise and advice
- Take a constructive and engaging approach when dealing with conflictive or unstable situations