Position Description

<table>
<thead>
<tr>
<th>Position</th>
<th>Caring Caller Team Leader</th>
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</thead>
<tbody>
<tr>
<td>Reporting to</td>
<td>Caring Caller District Manager or Community Care Manager</td>
</tr>
<tr>
<td>Business Group/Function</td>
<td>Community Programmes</td>
</tr>
<tr>
<td>Team</td>
<td>Caring Caller Team</td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Staff Responsibility</td>
<td>Caring Caller Team</td>
</tr>
<tr>
<td>Date Issued</td>
<td>March 2015</td>
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</tbody>
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St John Mission

The mission of the Order of St John is to prevent and relieve sickness and injury and to act to enhance the health and well-being of people of all races and creeds anywhere in New Zealand.

Our Values

Our future success depends on us being a united and purposeful organisation, supporting each other and all headed in the same direction.

We have in place clear, action oriented values that help us work together better to become an even more integral part of New Zealand’s community health solution of the future.

Our values set the tone for everything each of us does and provide the framework for how we treat each other.

- **Do the Right Thing** – *Whakaaro Tika* – Take Responsibility. Make the tough calls. Think of Others
- **Side by Side** – *Whakakoha* – Respect, value and support what others contribute
- **Make it Better** – *Whakawerohipa* – Find solutions, step up, own it, do it
- **Straight Up** – *Whakapono* – Act with honesty, courage and kindness
- **Open Minds** – *Whakahangahanga* – Listen openly. Encourage ideas. Welcome feedback
Position Purpose
To lead a team of volunteers and work with management to provide the Caring Caller service within a designated area.

Key Outcomes
- Respond to phone calls and messages on a daily basis
- Ensure that all new matched Clients and Callers are contacted within three weeks of being matched to ensure compatibility
- Ensure that all Callers in your team are contacted at least quarterly to ensure they are satisfied with their role.
- Hold regular team meetings and allow the opportunity for free discussion
- Notify District Manager/Community Care Manager of any issues or concerns
- Ensure that all Clients you are responsible for are satisfied with the service
- Holiday Relief calls are arranged to ensure Clients will continue to receive phone calls
- Ensure that marketing is carried out within St John marketing guidelines by use of prescription materials ie brochures, posters and letterheads
- Contribute to a safe and healthy workplace through consistent support for health, safety and wellness activities, including application and promotion of associated initiatives, policies, procedures and risk management
- Contribute proactively as a member of the team through putting forward recommendations to enhance service; and attending and actively contributing to appropriate meetings
- In accordance with organisational policies and procedures, perform other duties as may be required from time to time.

The following tools will be used to measure performance in the role:
- Caring Caller team feedback (e.g. 360 degree feedback processes)
- Internal Customer surveys
- Achievement against objectives outlined in the annual Team Plan and individual performance plan
### Dimensions of Role

<table>
<thead>
<tr>
<th>Delegations</th>
<th>Nil</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Decision Making Parameters</strong></td>
<td>Adhere to policies and procedures as outlined in the Caring Caller Manual. Within prescribed administration processes and associated policy/documentation</td>
</tr>
<tr>
<td><strong>Challenges / problem solving required in the role</strong></td>
<td>Any concerns about Callers or Clients should be referred to your Caring Caller District Manager or Community Care Manager. Working with the Caring Caller District Manager or Community Care Manager to manage multiple priorities to required standards/ timelines; achieving required levels of consistency/seamless service delivery across the region.</td>
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## Key Relationships

<table>
<thead>
<tr>
<th>Internal</th>
<th>Nature and Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Care Manager</td>
<td>As required</td>
</tr>
<tr>
<td>Caring Caller District Manager</td>
<td>As required</td>
</tr>
<tr>
<td>Caring Callers</td>
<td>Contact with team members should be quarterly</td>
</tr>
<tr>
<td>Regional/ Area Staff</td>
<td>Fellow Members in the wider St John organisation, as required such as local Area Committee</td>
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<table>
<thead>
<tr>
<th>External</th>
<th>Nature and Frequency</th>
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</thead>
<tbody>
<tr>
<td>Local community and health providers</td>
<td>As required to ensure relationships are maintained and information is available</td>
</tr>
<tr>
<td>Caring Caller Clients</td>
<td>As required but at least six monthly</td>
</tr>
<tr>
<td>Members of the Public</td>
<td>As required</td>
</tr>
</tbody>
</table>
| Consultants/ other External Stakeholders      | Partnership approaches built and maintained to enhance organisational activities, the interests of members, managers and the communities we serve, including Tangata Whenua  
Active support for St John’s commitments under Ti Tiriti o Waitangi |
Person Specification

1. Qualifications Required/Desirable

N/A

2. Skills, Knowledge and Experience Required

- Excellent communication skills
- Ability to work unsupervised
- Caring and empathetic
- A good listener
- Computer skills and access to computer on a daily basis (ideally your own/family computer)

3. Capabilities Required (from St John Capability Framework)

This role is designated at Level 3 within the St John Capability Framework, specifically:

**Personal Capability:**
Developing Self
Develop personal skills and capabilities

**Engaging People:**
Communicating & Building Culture
Foster effective communication across and within teams and functions.

Collaboration & Building Capability
Develop and lead high performing teams through effective engagement.

**Delivering Results:**
Striving for Excellence
Translate organisational goals, promotes accountability and drive for success.

Change & Innovation
Manage innovation and change processes.

4. Personal Attributes required (if different/in addition to the above)

- As Above
Organisational Positioning

Please note: the statements contained within this Position Description outline the general nature and type of work to be performed in the role; they are not intended to be an exhaustive description of all the responsibilities, duties, accountabilities and skills required. From time to time, as required, incumbents may be required to perform duties outside the scope of their normal activities; this may include the need to be available outside of this role if/as required to support a St John emergency response and/or service recovery.