

## **Position Description: Member Engagement Support Coordinator**

**Location:** Remote (Work from Home)

**Responsible to:** CCI Support CEO



### **New Member Administration:**

- Manage the 0800 number, text service, and email system – triaging member communications, and redirecting other emails as required to CEO/staff).
- Send initial referral forms to Facilitators for membership approval (Assess referral form using criteria and approve/decline/refer).
- Manage all administrative tasks of the membership onboarding pathway.
- Send follow-up communications from referrals to secure membership of those that meet requirements.
- Provide low-level advocacy (need to be descriptive about what this role is allowed to handle and what has to be triaged – this would be in SoP)
- Assign member to Facilitator based on needs ratio and advise Facilitator.
- Maintain detailed and accurate records within the CRM.
- Triage crisis events or high-risk situations as per organisation policies.
- Always maintain confidentiality and discretion.

### **Active Membership Growth:**

- Act as an ambassador of the organisation in all dealings, raising awareness of the services and the needs of the community as directed by the CEO.

### **Existing Member Administration:**

- Schedule and reschedule appointments, keep accurate records, confirm appointments with members and relevant staff/volunteer.
- Book meetings as required.
- Maintain mid-point member check-ins (6 weeks)
- Coordinate with Welfare Checkers for continuity of care post-90 days.
  - Designed to ensure members feel welcome, valued, and connected.
- Maintain member contact and respond to requests for information/advocacy via phone, email/social media platforms.
- Proactive risk mitigation – regular gentle contact (member preference frequency/type) to prevent social isolation
- Seek to encourage suitable members who may be ready to volunteer for a few flexible hours per week in administration/IT or assist with social groups/activities, online group facilitation, TWP delivery.
- Provide appropriate Support for interns, counsellors, and facilitators to maintain strong, positive therapeutic relationships with the members. Confirming and rescheduling appointments.
- Distribute resource information to CCI Support members as required.
- Encourage members to join key support services (e.g. Orientation Online, TWP).
- Manage Boundary Notification - ensure professional adherence to communication protocols (e.g. a minimum 1 week-notice to a member before a phone check-in by a volunteer).
- Always maintain confidentiality and discretion.

### **Computer Proficiency**

- Using computer programmes to provide up to date, accurate and professional documentation.
  - Cliniko
    - Booking appointments, making sure staff schedules are up to date

- Infoodle
  - Client Notes
  - To Dos
  - Contact Forms and send ISF email
  - Chase clients contact to book appointments
  - Update Volunteer Hours – via forms
  - Keep templates up to date
  - Send Birthday emails
- Microsoft
  - Create Publications (Newsletters, Handouts and Power Points)
- Canva
  - Documents
  - Images for Publication
- Wordpress
  - Updating website
- Other Programmes
  - Other programmes will be used for networking. These will be maintained by the Wellness Facilitator Assistant. Volunteer BOP, HelpforU, maintain contact details as being correct on websites.

## **Other Tasks**

To undertake any other task the CEO may from time to time ask to be undertaken.

**Internal Contacts:** CEO, Facilitators, Administrator, Interns, Counsellors, President & Board members, volunteers (and other staff in the future).

**External Contacts:** Members & Ministers of Parliament, ME/CFS and other NGO leaders, media, suppliers,

## **Person Specification:**

Commitment to the mission and values of Complex Chronic Illness Support, with a passion for making a positive impact in our community.

## **Qualifications:**

1. A Level 4–5 qualification in health, social services, mental health, or community support OR equivalent experience

## **Experience:**

1. Lived experience with chronic illness communities is advantageous.
2. Demonstrated experience with risk assessment, de-escalation, and calm communication
3. Demonstrated experience in managing multiple tasks simultaneously, prioritising workload effectively, and meeting tight deadlines.
4. Experience in coordinating schedules, arranging meetings, and managing logistics for staff.
5. Familiarity with office management software, such as Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), and experience with database management systems.

## **Skills and Abilities:**

1. Excellent interpersonal and communication skills, both written and verbal, with the ability to interact professionally with individuals at all levels, including stakeholders and clients.
2. Strong organisational skills and meticulous attention to detail, with the ability to maintain accurate records and handle sensitive information confidentially.

3. Proficiency in time management and ability to work autonomously while also being an effective team player.
4. Adaptability and resilience to thrive in a fast-paced environment, managing multiple demands with composure and professionalism.
5. Demonstrated problem-solving skills and ability to think critically to resolve issues efficiently.
6. High level of proficiency in administrative tasks including scheduling, filing, and managing correspondence.
7. Knowledge of the social service sector regulations, practices, and terminology is advantageous.
8. Understanding of Privacy and Confidentiality Law.

**Personal Attributes:**

1. Professionalism and discretion in handling confidential information and sensitive situations.
2. Proactive and self-motivated attitude with a willingness to take initiative and assume responsibility.
3. Empathetic, warm, and compassionate approach, with a genuine desire to support the organisation's mission of serving our vulnerable members.
4. Able to maintain strong boundaries, empathetically.
5. Patience and emotional steadiness.
6. Flexibility to adapt to changing priorities and willingness to undertake additional responsibilities as required.
7. Strong commitment to maintaining a positive and collaborative work environment.
8. Cultural safety and awareness.

## **Accountabilities and Responsibilities (applicable to all employees)**

Works as a professional and committed team member within the philosophy, vision & mission, values, policies, procedures and guidelines of CCI Support. Note: Staff includes unpaid staff & volunteers.

### **1 Team work and communication**

- 1.1 Establishes and maintains positive relationships with all CCI Support staff.
- 1.2 Demonstrates effective interpersonal communication based on respect, ensuring others are treated with kindness.
- 1.3 Works with staff in a collaborative and open manner.
- 1.4 Attends and contributes to staff meetings.
- 1.5 Seeks out opportunities to assist other staff members as time allows.
- 1.6 Makes positive contributions towards effective and efficient working relationships within team(s).

### **2 Professional competency/practice**

- 2.1 Maintains all qualifications, including registrations and practicing certificates, as required for legal and safe practice. (as applicable)
- 2.2 Keeps current on knowledge of and adheres to best practice and legislation relating to work accountabilities.
- 2.3 Maintains and updates own education.

### **3 Organisational awareness**

- 3.1 Works within and adheres to CCI Support philosophy.
- 3.2 Demonstrates an understanding of CCI Support's functions and responsibilities.
- 3.3 Considers CCI Support's capabilities, mission, vision, values, and strategic goals and objectives in work efforts.
- 3.4 Knows capabilities, capacities and constraints of the organisation.
- 3.5 Is knowledgeable of and adheres to the provisions of all relevant CCI Support policies, procedures, guidelines, codes of conduct, and other documents.
- 3.6 Knows how to access electronically current CCI Support policies and other documents.

### **4 Risk management**

- 4.1 Proactively identifies and reports risks in own work area, as per procedure.
- 4.2 Supports and promotes actions and initiatives to minimise, isolate, or eliminate risk.
- 4.3 Documents and brings to the attention of Operations Coordinator any complaints or negative feedback as soon as practicable, as per procedure.

### **5 Health and safety:**

CCI Support maintains a safe work environment and promotes safe work practice.

- 5.1 Takes responsibility for own health and safety within the work environment.
- 5.2 Complies fully and proactively with CCI Support health and safety policies and procedures.
- 5.3 Reports in a timely manner all workplace hazards, near miss incidents and accidents as per procedure.
- 5.4 Participates in investigations in an open and professional manner.
- 5.5 Fully and actively Supports and promotes occupational health and safety actions and initiatives in the workplace.

**6 Confidentiality**

- 6.1 Maintains strict confidentiality of patient and staff information at all times.
- 6.2 Adheres to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to confidentiality and the non-disclosure of information.

**7 Quality improvement**

- 7.1 Demonstrates commitment to CCI Support culture of continuous quality improvement.
- 7.2 Participates in quality improvement initiatives and activities to audit, monitor and improve standards of all services provided by CCI Support.
- 7.3 Constantly reviews own role and responsibilities to increase efficiency and improve procedures and processes.

**8 Cultural Sensitivity**

- 8.1 Ensures services are delivered in a culturally appropriate manner.
- 8.2 Ensures the culture of all staff and stakeholders is acknowledged and respected.
- 8.3 Actively participates in CCI Support cultural activities.
- 8.4 Demonstrates an understanding of the Treaty of Waitangi in relation to the workplace.

**9 Information and Communication Technology (ICT)**

- 9.1 Demonstrates general understanding of available technology and office equipment.
- 9.2 Uses email, Microsoft Office 365, Infoodle, Zoom, Facebook and other required applications competently and effectively.
- 9.3 Uses technology to solve problems and increase efficiency, including but not limited to, use of internet search engines.

**10 Media Release**

- 10.1 Is available for photos, interviews and articles, as required by CCI Support Management, to promote CCI Support services and activities. This may be through a range of media, including but not limited to newspaper, social media and website.

**11 Other duties**

- 11.1 Undertakes other duties and responsibilities as requested by the CCI Support Management
- 11.2 Accepts that CCI Support job descriptions are subject to review and may therefore be revised after consultation with the employee to suit changing service and/or professional requirements.

I (print name) \_\_\_\_\_ have read and understand the above job description and agree to undertake the key responsibilities and duties and meet expected KPIs.

Signed \_\_\_\_\_ Date \_\_\_\_\_