

Palmerston North City Council Job Profile



Position Title	Pasifika Community Liaison Coordinator
Reporting to	Manager Libraries
Unit	Community Unit
Date last updated	September 2019

Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

Context

The COMMUNITY unit is comprised of four divisions: Libraries, Community Development, Housing and CET Wildbase Recovery Centre. Although each division has a differing focus, all support the enhancement of community wellbeing underpinned by the nationally recognised guiding principles of community-led development:

- shared local visions or goals drive action and change
- use existing strengths and assets
- many people and groups working together
- building diverse and collaborative local leadership
- adaptable planning and action informed by outcomes.

Combined, the unit provides opportunities for people to connect, learn, share, create, collaborate and experience through access to innovative services and facilities such as the Libraries, Youth Space and the CET Wildbase Recovery Centre. Alongside strategic and community partners, the unit also has a role for supporting the capacity and capability of the community and cultural sectors; and the tenancy management for Council's substantial housing portfolio.

To be successful it is essential the unit must place the community at the centre of all activities, ensuring that our programmes and services are equitable, effective and delivered efficiently. Palmerston North's residents need to know that they will receive a consistent level of service regardless of the facility they visit; and that this same level of consistency is applied to the community groups and organisations supported by Council through the Community Unit.

Main Purpose

The Pasifika Community Liaison Coordinator facilitates access to the City Library's resources and content while also providing support and advocacy for the Pasifika community with a view to enabling greater community connectedness.

Palmerston North City Council Job Profile



Key Areas of Responsibility

1. Delivery of Outcomes

- Facilitate and promote access to library services and programmes
- Develop and co-design community programmes
- Work with the community to ensure that relevant strategies are delivered as they pertain to Pasifika communities in order to support the Council vision of a vibrant, caring, innovating, and sustainable city.
- Gather intelligence on Pasifika issues and opportunities and use to inform Council policy advice and enhance engagement practices

2. Advisory & Support

- Support existing Pasifika organisations across Palmerston North to ensure Pasifika people are highly valued and their culture is represented and reflected within the city scape.
- Ensure Pasifika information and content is available for the community at all City Library sites and other Council service points

3. Relationship Building & Stakeholder Management

- Increase Pasifika library membership by engaging with key groups in the city, promoting current resources and services, and identifying opportunities.
- Build and maintain strong relationships across the Community Unit team to identify potential opportunities to leverage existing programmes, resources, and services to meet the needs of the community
- Maintain and further develop ongoing relationships and networking opportunities to support Pasifika communities
- Support and facilitate relationship building with Pasifika, Central government, local government and the community and voluntary sector
- Co-design, develop and deliver innovative programmes with communities and identify valuable policy and implied insights

4. Community Inclusion

- Actively work with other Library team members to lead the development and delivery of resources and programmes to meet the needs of the Pasifika community.
- Recognise and identify community inclusion opportunities with an emphasis on supporting capacity and capability building within Pasifika communities.
- Support the development of community led initiatives in conjunction with key stakeholders and community partners
- Partner with a wide range of organisations across the private and public sector to identify and promote future Pasifika leaders and Pasifika success

5. Advocacy

- Be a strong advocate for Pacific communities using advocacy skills to ensure Pasifika voices are heard within the community.
- Actively facilitate mechanisms for Pasifika engagement across all aspects of Council

Palmerston North City Council Job Profile



6. Other

- Willingness to join all other members of the Libraries Team in undertaking a minimum of one hour of shelving each week and two hours of front facing customer service at one of the City Library locations
- Ensure all programmes are evaluated and activities/outcomes are reported as required so the Community Unit has records available for future promotional purposes; and to measure against Council KPIs and strategic outcomes.

Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.

Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships

Internal:

- Libraries Team
- Community Unit: Community Development Staff
- Strategy and Planning Unit: Policy staff
- Infrastructure Unit: Parks and Properties Staff
- Events, Marketing and Communications teams
- Other Council staff as and when required due to advisory/advocacy role

External:

- Pasifika communities, organisations, agencies and groups
- DHB/PHO/Health Sector
- Government Agencies including Ministry for Pacific Peoples

Palmerston North City Council Job Profile



Typical knowledge, skills, and attributes:

The Pasifika Community Liaison Coordinator will be an experienced relationships and community navigator with a strong understanding of the public library sector.

Knowledge (*qualifications and experience*)

- A tertiary qualification or significant experience within the community and/or public library sectors is essential
- Strong competency in working with Pasifika communities, with fluency in a Pasifika language an advantage
- Proven ability to operate within the community and in a culturally appropriate manner
- A minimum of two years' experience and /or a demonstrated understanding and experience of project development with a proven ability to initiate a project from idea to completion
- Experience in a public library environment is preferred

Skills and Attributes

- A well-developed sense of conviction with the ability to persevere in the face of conflict and challenges
- Ability to think laterally, be innovative; and find creative solutions to issues with a willingness to take risks
- Proven knowledge of the local Pasifika communities and an understanding of the needs of the community and the groups within the community
- Proven effective networking skills
- Ability to be adaptable and flexible
- Ability to prioritise and work to deadlines with a proven ability to multitask
- Ability to work in a collaborative environment to enhance organisational culture and performance
- Ability to work as part of a small team
- Proven report writing skills
- Strong drive to provide a relevant and effective community focused service
- Ability to build and maintain strong relationships
- Ability to communicate with and understand people from varying backgrounds in an effective, culturally sensitive and professional manner
- A full and current drivers license is essential for this role

Hours of Work

As the Community Unit is a seven day a week operation and delivers a range of services, there is an expectation that from time to time staff may be required to work evenings and weekends and/or provide cover for front of house library services. Staff will be compensated with overtime payments or time in lieu for previously approved overtime in line with Council's Employment Agreements and Management Team Leave Policy.

Palmerston North City Council Job Profile



Remuneration

This role is a 30 hour per week role graded at GP5 on the Council's remuneration system, i.e. between **\$54,930** (85%) and **\$64,623** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors. The salary will be pro-rated to reflect the hours worked (30 hours per week). In addition, a benefit entitlement of **3%** of base salary is available.

Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

Competencies

Core	
Service	<ul style="list-style-type: none"> Recognises the diversity of customers, and adapts approach and style to meet their needs Offers customers a range of solutions to problems Demonstrates commitment to delivery of agreed solutions Delivers and follows up on solutions Seeks and gives feedback from customers Looks for where improvements can be made to systems and processes
Communication	<ul style="list-style-type: none"> Clearly communicates messages in a clear and concise manner Uses the most effective method and style of communication for the target group and the situation Uses active listening techniques including reflection and paraphrasing Shares ideas appropriately Recognises and minimises barriers to communication
Business ethics	<ul style="list-style-type: none"> Demonstrates integrity, honesty, and commitment Acts ethically in all dealings Is equitable and ethical in the treatment of others Is prudent in financial dealings
Information Technology	<ul style="list-style-type: none"> Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals
Role specific	
Relationship building	Has internal and external networks, values and utilises diversity that enables better service delivery. Understands the stakeholders needs and delivers on commitments.
Teamwork	Understands team dynamics and actively contributes to the team
Professional Skills	Developed a body of professional knowledge reflected by an appropriate tertiary qualification and/or equivalent experience. Knowledge base is current and regularly updated and extended. Allocates and manages resources within area of expertise.
Coaching and mentoring	Keeps up-to-date with professional knowledge and looks for opportunities for professional development.
Organisation achievement	Plans work and utilises resources. Understands the organisation's vision and aligns work to its meaning. Makes decisions and has the ability to identify and act on risks. Achieves own goals and helps others achieve theirs. Reports on progress.