

POSITION DESCRIPTION: RURAL PROJECT COORDINATOR	
REPORTS TO:	Centre Manager
LOCATION:	Waikato
DIRECT REPORTS:	Nil
KEY INTERNAL RELATIONSHIPS	Centre manager, centre staff and teachers, operations managers, programmes team and national office team.
KEY EXTERNAL RELATIONSHIPS	Students & volunteers, community leaders, community groups, ESOL providers, Adult & Community Education (ACE) providers, settlement support agencies, ethnic groups and organisations, venue managers, funders, local and central government departments and agencies, other stakeholders working in related areas, schools.
POSITION PURPOSE	<p>The coordinator supports the ongoing operation of the Rural project at the Waikato centre. This includes a balance of coordinating, training, administrative and networking tasks. In addition, the coordinator will assist the manager with planning, budgeting and reporting in relation to the rural Waikato region.</p> <p>The coordinator will also co-facilitate the training of new tutors using the manual “Partners in Learning”, retain and support current tutors and learners and ensure the provision of quality learner-based teaching, as this relates to rural volunteers.</p> <p>The coordinator is expected to work within ELPNZ’s purpose, vision and guiding principles, but will be fairly autonomous on a day-to-day basis.</p> <p>The coordinator forms sound working relationships with staff, volunteers, learners, and national office staff as well as volunteers, forming good networks and relationships with other stakeholders in organisations and agencies relevant to the nature of the centre.</p> <p>The coordinator offers ongoing support to teachers and volunteers, managing English language provision and support for settlement at a distance across the region. The coordinator will use online platforms to communicate with teachers, volunteers, learners and communities in addition to face-to-face meetings.</p>
LAST REVIEW	August 2020

OUR ORGANISATION	
OUR VISION	Former refugees and migrants participate successfully in all aspects of life in Aotearoa New Zealand.
OUR PURPOSE	To deliver English language programmes and enable effective settlement.
OUR VALUES	<p>Diversity: we are welcoming</p> <p>Partnership: we work together for success</p> <p>Respect: we care, we listen and respond</p> <p>Excellence: we value our work and aim high</p>
ABOUT US	English Language Partners New Zealand (ELPNZ) is a national not-for-profit organisation working with migrants and former refugees and operates in 23 locations throughout the country. We deliver English language tuition and settlement support to adults through a range of services. We are registered with NZQA and our activities are primarily funded by the Tertiary Education Commission. The national office is in Wellington.

KEY ACCOUNTABILITIES	KEY OUTCOMES
<p>1. Service Delivery</p> <p><i>Ensures that the Rural Project is coordinated effectively within programme requirements and monitored frequently to remain responsive to changing learner and community needs.</i></p> <p><i>Supports teachers to deliver quality programmes and ensures that communication with teachers is ongoing, positive and timely.</i></p>	<ul style="list-style-type: none"> Recruit, interview and assess learners and identify appropriate services. Coordinate English classes, including venue, teachers and learners. Link rural volunteers, teachers and learners in each Waikato town where ELPNZ has a presence. Coordinate One-to-One Home Tutor programme in the rural area. Oversee the assessment of learners according to programme requirements. Ensure that programmes are run to standards set by National Office. Refer learners to other providers when appropriate. Communicate regularly with teachers/home tutors/ under your supervision and solve any issues as they arise. Complete learner evaluations in the different programmes, discuss with manager and act upon feedback. Liaise with National Office, other English Language Partner centres, ESOL providers, local community groups, other ethnic and migrant groups and their support groups.
<p>2. Training and Resourcing – Volunteers</p> <p><i>Delivers high quality recruitment, training and ongoing support to volunteers.</i></p>	<ul style="list-style-type: none"> Maintain a trained, supported and resourced volunteer base. Recruit, interview and train volunteers for home tutoring. Assess tutors for their Certificate in ESOL Home Tutoring. Support tutors with resources and ongoing training/ workshops/information. Maintain personal contact with tutors at least quarterly.

KEY ACCOUNTABILITIES	KEY OUTCOMES
	<ul style="list-style-type: none"> • Complete volunteer evaluations and reporting requirements (training, workshops, quarterly contacts, surveys), discuss with manager and act upon feedback.
<p>3. Administration and Management <i>Provides general administration including, but not limited to the following tasks:</i></p>	<ul style="list-style-type: none"> • Ensure administration systems work efficiently and all data under your area of responsibility is maintained and up-to-date (e.g. resource database, stakeholder spreadsheet etc.). • Maintain effective communication at all levels, via phone calls, meetings, visits, correspondence, email and internet.
<p>4. Networking and Service Promotion <i>Acts as a key representative for their centre with staff, learners, volunteers, community & ethnic groups, local businesses, and industry stakeholders for ELPNZ activities, and works proactively to lift engagement with their community on behalf of ELPNZ.</i></p>	<ul style="list-style-type: none"> • Assist to maintain links with local ESOL and adult education providers and attend relevant meetings in the rural Waikato. • In collaboration with the manager, assist to establish, maintain links with local social service and ethnic communities and groups and attend relevant meetings. • Assist to publicise and promote service locally, speak to local groups and maintain a profile at relevant community events. • Assist with arranging informal social meetings for members and wider community. • Maintain networks with local towns across the region and other ELPNZ centres as appropriate and National Office.
<p>5. Data and Reporting <i>Reporting is accurate and to deadline.</i></p>	<ul style="list-style-type: none"> • Ensure learner and tutor details and records of service delivery are complete, up-to-date and accurate in the Student Management System. • Ensure learner assessments, outcomes and feedback are recorded according to programme requirements. • Ensure quality of data is monitored via checking reports and corrected in a timely manner. • Meet information and reporting requests from the Reporting & Monitoring Coordinator and Centre Manager regarding the centre's data.
<p>6. Evaluative Self-Assessment <i>Staff are supported to demonstrate the centre's strengths and plans for improvement.</i></p>	<ul style="list-style-type: none"> • Implement programme processes and systems efficiently. • Participate in ongoing evaluative self-assessment (including Quality Standards), including report information or evidence as per requirements by the manager, and contribute to a culture of innovation and continuous improvement. • Observe ELPNZ Guiding Principles, Code of Conduct, policies and procedures.
<p>7. Professional development <i>Professional standards are maintained through regular professional development.</i></p>	<ul style="list-style-type: none"> • Maintain regular and effective communication with the manager through regular meetings. • Complete initial annual performance agreement and regular performance appraisals with manager. • Ensure planning and implementation of own professional development and that of rural teachers in consultation with the manager.

KEY ACCOUNTABILITIES	KEY OUTCOMES
	<ul style="list-style-type: none"> • Maintain your own professional standards through regular professional development including attendance at ELPNZ trainings, conferences and meetings (where relevant).
<p>8. Health, Safety & Wellbeing <i>Engages and leads by example in all areas of health, safety and wellness of the organisation.</i></p>	<ul style="list-style-type: none"> • Complies with and regularly monitors workplace safety management practices, policies and procedures to support a healthy, safe and well culture. • Health and safety incidents are reported in a timely fashion and hazards are managed appropriately. • Staff and volunteers are empowered to engage in health, safety and wellbeing conversations and initiatives.

PERSON SPECIFICATION	
Knowledge, Technical Skills and Experience:	
<p>ESSENTIAL</p>	<ul style="list-style-type: none"> • Qualification in a relevant discipline such as TESOL, TEFL, teaching, adult and community education. • Experience and knowledge of the ESOL field. • Adult education experience. • Awareness of ESOL learning theory and practice. • Proven organisation and administration skills with the ability to work autonomously. • Cultural understanding - welcomes and values diversity, contributes to an inclusive working environment where differences are acknowledged and respected, and issues faced by different population groups, especially those in rural communities are recognised. • Meeting/group facilitation skills. • Experience using social media for business use. • Confident IT user and intermediate/advanced user of the Microsoft Office suite, with the ability to troubleshoot issues. • Time management and ability to prioritise diverse tasks. • Strong communication skills; demonstrated oral and written skills.
<p>DESIRABLE/PREFERRED</p>	<ul style="list-style-type: none"> • Completed Certificate in ESOL Home Tutoring. • Qualifications or experience in Volunteer Management / Community Development. • Volunteer management skills. • Understanding of a language or culture other than English/ New Zealand culture. • Ability to develop networks with ethnic communities, community organisations, support agencies. • Ability to motivate, support and supervise adults. • Knowledge of education and immigration sector as they affect refugees and migrants.

	<ul style="list-style-type: none"> • Knowledge of support agencies including voluntary organisations. • Knowledge of the Treaty of Waitangi and how it applies to migrants and refugees.
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Organised and attentive to detail. • Self-motivated and able to work to deadlines. • Ability to work under pressure, independently and as part of a team. • Flexible and adaptable, able to work within the ever- changing environment in which the organisation operates. • High standards of professionalism, operates with honesty and integrity. • Dynamic and enthusiastic.
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Current clean full driver's licence and able to use own vehicle for regular work-related meetings. • Agreement to a police check. • Able to work irregular hours, occasionally involving several days away from home at a time.

KEY COMPETENCIES	
ORGANISATIONAL SKILLS	<p>Able to manage multiple tasks and prioritise workload. Follows instructions and complete tasks within required timeframes.</p> <p>Demonstrates financial awareness and understands the significance of financial policies and budgets.</p>
TESOL SKILLS	<p>Demonstrates understanding of TESOL principles and provides academic input, guidance and leadership in managing teachers and volunteers.</p>
WORKING WITH TECHNOLOGY	<p>Competent user of IT, electronic communication tools and internal database systems to achieve maximum efficiency of centre operations and reporting requirements. Embraces new technology and demonstrates a willingness to adopt new systems and processes.</p>
COMMUNICATION SKILLS	<p>Communicates openly and effectively with others, both orally and in writing. Listens to others' points of view and respects diversity.</p> <p>Demonstrates appropriate cross-cultural communication skills, showing sensitivity towards cultural differences.</p>
PROFESSIONALISM	<p>Works consistently to deliver a high standard of work and treats others with respect. Takes ownership and is accountable for outcomes and activities. Ability to be resilient and to adapt and respond positively to change.</p>