

## Position Description - Schedule B

**Position:** Pathway Assessor/Facilitator - Adults & Seniors

**Reporting to:** Team Leader – Adults & Seniors

### Purpose of the position:

To provide assessment of need, engage with and provide services to Deaf and hard of hearing adults and seniors.

### Key Internal Relationships:

Team Leaders; Facilitators; Business Support Team

**Key External Relationships:** Deaf and hard of hearing community members; government agencies; health and disability providers; relevant community organisations

### Service Schedule

Needs Assessment	<ul style="list-style-type: none"> <li>• Undertake Assessment of Needs when required</li> <li>• Carry out Hearing Assistive Technology (HAT) equipment assessment</li> <li>• Refer to appropriate service providers</li> <li>• Internal referral to appropriate Team Leader – Adults &amp; Seniors for allocation</li> <li>• Provide Disability Information and Advice Service (DIAS) as and when requested</li> <li>• Coordination of multiple service providers</li> <li>• Identification and evaluation of risks</li> <li>• Support Team Leaders and Facilitators by recording all the appropriate and relevant information in the Needs Assessment document</li> <li>• Record Service User information on the Master Service User list, ensuring it is accurate and up-to-date</li> <li>• Monitor and maintain the Service Pathway and DIAS records along with any other necessary Deaf Aotearoa IT systems</li> </ul>
Facilitation	<ul style="list-style-type: none"> <li>• Engagement with the Deaf community</li> <li>• Coordination of multiple services</li> <li>• Provision of advice &amp; information</li> <li>• Representation and specialist support</li> <li>• Wellbeing support</li> <li>• Providing access to specialist equipment</li> <li>• Strengthen engagement and support of Deaf Seniors</li> </ul>



	<ul style="list-style-type: none"><li>• Pre-Employment: Offer guidance, support and information, including CV preparation, written and video</li><li>• Placement: Active marketing of work-ready service users to potential employers, including interview preparation and support</li><li>• Post-Employment: Liaise with employers to ensure service users have everything they need to succeed at work</li></ul>
Tutoring	<ul style="list-style-type: none"><li>• Deliver courses in NZSL as part of NZSL Week</li><li>• Deliver prepared NZSL courses for partner organisations or paying customers</li></ul>
Other	<ul style="list-style-type: none"><li>• Provide accurate information and advice on a variety of issues</li><li>• Provide outreach services meeting the needs of local communities</li><li>• Keep the Deaf community up-to-date through the distribution of written and video updates</li><li>• Develop and run programmes in line with ACE guidelines and agreed contract volumes</li><li>• Coordinate local activities and taster classes for NZSL Week</li><li>• Represent and promote Deaf Aotearoa when needed e.g., conferences, networking, public and community events</li></ul>
	<ul style="list-style-type: none"><li>• All duties are delivered at the direction of the Team Leader. Working hours are detailed in the Individual Employment Agreement and may be varied to meet business needs or requirements</li></ul>



Key Responsibilities	Expected Outcomes
<p><b>ASSESSMENT</b></p> <ul style="list-style-type: none"> <li>• Implement the Service User Pathway and procedures</li> <li>• Undertake Assessments of Need on nominated days when required and directed by Team Leader – Adults &amp; Seniors and General Manager – Adults &amp; Seniors, receiving referrals and making contact with service users to identify any urgent or immediate need and offering an appointment for a full pathway assessment</li> <li>• Ensure Assessment of Needs are completed within the timeframes, ensuring that full details and consent are obtained from the service users</li> <li>• Refer service users to appropriate Team Leader for allocation to a Facilitator within the prescribed timeframes</li> <li>• Accurately complete all required documents and enter full details on the service user records in the Deaf Aotearoa IT systems</li> </ul>	<ul style="list-style-type: none"> <li>• Service users are responded to in a timely manner and are offered the right service at the right time to help them achieve their goals</li> <li>• Any immediate needs are addressed and the safety and welfare of the service user are paramount</li> <li>• A full assessment is completed within the timeframe outlined in the Service User Pathway</li> <li>• The scope of services required, the strengths and the availability of natural supports is identified and submitted to the appropriate Team Leader</li> <li>• Service users are progressed quickly through the assessment stage and full details of their needs are available to the Team Leader to ensure that an appropriate Facilitator is assigned to work with the service user on their Individual Service Plan</li> <li>• Records inform the development of the Individual Service Plan and support the service user to achieve their stated goals</li> </ul>
<p><b>SERVICE PLANNING &amp; DELIVERY</b></p> <ul style="list-style-type: none"> <li>• Provide immediate service where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency situations are prioritised and matters of significance/danger/risk are notified to the Team Leader (or other manager) without delay</li> </ul>



<ul style="list-style-type: none"> <li>• Develop Service Plans with service users which identify personal goals, strengths and support systems – existing and accessible</li> <li>• Record all details of activities with, for and on behalf of service users in the Deaf Aotearoa IT systems</li> <li>• Deliver services with due care to the fundamental principles of being person centred; care and protection; privacy; empowerment and non-dependence</li> <li>• Carry an active caseload as directed by the Team Leader, and ensure all new referrals are managed through the correct process</li> <li>• Work as an effective member of the front-line service provision team ensuring that Deaf people who visit Deaf Aotearoa receive a positive service experience</li> </ul>	<ul style="list-style-type: none"> <li>• All service users have an individual plan using SMART goals which is subject to monitoring and review</li> <li>• Records are kept in order with full details recorded of all work undertaken</li> <li>• Service plans are developed, implemented and monitored which show identification of risk, and which have evidence of time limited interventions</li> <li>• Caseload is monitored, prioritised and reviewed regularly with the Team Leader</li> <li>• Service users provide positive feedback on their experience of accessing Deaf Aotearoa services</li> </ul>
<p><b>SUPERVISION &amp; ACCOUNTABILITY</b></p> <ul style="list-style-type: none"> <li>• To undertake regular supervision with the Team Leader and to take all work-related matters to supervision for discussion</li> <li>• To receive instruction on active cases from other members of the Leadership Team to ensure that all goals identified in the service plan are prioritised, addressed and met</li> </ul>	<ul style="list-style-type: none"> <li>• Services are delivered in an informed way, with Team Leaders being responsible for the level and intensity of services provided</li> <li>• Staff work to their nominated Team Leader, whilst working collaboratively across all services for the benefit of service users</li> </ul>
<p><b>NETWORKING &amp; PROMOTION</b></p> <ul style="list-style-type: none"> <li>• To promote the work and interests of Deaf Aotearoa to the Deaf community</li> <li>• By agreement with the Team Leader attend meetings which are relevant to the work of the organisation</li> <li>• Maintain active networks with other community service providers, employers, statutory agencies and</li> </ul>	<ul style="list-style-type: none"> <li>• Deaf people understand what services are available to them and are able to access those services. Office hours are observed to make access as easy as possible</li> <li>• The interests of the Deaf community are represented. All information is to be recorded and shared across the Deaf Aotearoa network using the organisation’s Intranet</li> </ul>



<p>others to enhance knowledge of Deaf Aotearoa and to build knowledge of what other services exist to support service users in the local area</p> <ul style="list-style-type: none"> <li>• Assist “mainstream” service providers to become more “Deaf friendly”</li> </ul>	<ul style="list-style-type: none"> <li>• Take the opportunity to promote Deaf Awareness courses, and to offer practical advice for other agencies working with Deaf service users</li> </ul>
<p><b>PROFESSIONAL EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>• To be an effective team member</li> <li>• To perform to work standards and legal requirements in line with Deaf Aotearoa policies and guidelines</li> <li>• Works with flexibility and does whatever it takes to get the job done by accepting the responsibility to deliver the service</li> <li>• Works well under pressure and is able to manage own workload to ensure the needs of the service are met</li> <li>• Raises any concerns directly with their team leader or manager and is responsible for ensuring that issues are respectfully escalated to the right person for resolution at the earliest opportunity</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates a willingness and ability to work as a team with everyone</li> <li>• Provides support to colleagues</li> <li>• Demonstrates initiative – ability to think for self and offer ideas</li> <li>• Policies, procedures, relevant legislation, and standards of practice e.g. Privacy, Health and Safety are followed and complied with</li> <li>• Is available to meet the needs of the services and ensures that workload is prioritised</li> <li>• Staff are accountable for their own actions and contribute to a positive workplace culture</li> </ul>
<p><b>TRAINING – GENERAL AND PERSONAL DEVELOPMENT</b></p> <ul style="list-style-type: none"> <li>• Participates in meetings, training and in-service education</li> </ul>	<ul style="list-style-type: none"> <li>• Attends and actively contributes to team meetings, training and in-service education</li> <li>• Has an annual performance appraisal</li> </ul>

<ul style="list-style-type: none"> <li>• Assists in setting and evaluating goals and objectives for self, others and the wider team</li> </ul>	<ul style="list-style-type: none"> <li>• Provides feedback to Manager on co-worker/team performance for appraisal</li> <li>• Training is ongoing</li> </ul>
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**Required Qualifications, Knowledge, Skills and Experience:**

- Fluent in New Zealand Sign Language
- Tertiary qualification, level 4 or equivalent
- HAT Credentialed or working towards
- Extensive relationship building
- Experience in working with the Deaf community
- Experience/knowledge of Deafhood and language development
- Extensive relationship building
- Literacy levels appropriate to the role
- Understanding of the need to be responsible for the health & safety of self and others
- Ongoing commitment to Deaf Aotearoa’s Vision and Mission
- Ongoing commitment to the Treaty of Waitangi Principles
- Experience/knowledge of disability issues
- Understanding of Māori and Pasifika values
- Skilled in using a variety of IT systems and applications, proficient in using Microsoft Office independently
- Access to a reliable vehicle for use to visit service users or attend meetings/events
- Able to legally drive in New Zealand (Full NZ Licence)

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**Staff Signature**

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**Date**