



Position Description

Support Co-ordinator

Location – Auckland (work from home)

Hours – 20 hours per week

Salary – \$20,800 (PA for 20hrs/wk) + OPEX for home office

About Fertility New Zealand

Fertility New Zealand (FNZ) is a registered charity charged with providing support, advocacy and information to its members on fertility related issues. FNZ currently has a membership of around 2800. FNZ is run by an Executive Committee which is elected at the Annual General Meeting. This Committee is wholly comprised of volunteers who dedicate their time to run FNZ. The committee employs a CEO responsible for the day to day running of FNZ and a Support Coordinator who reports to the CEO.

FNZ has a strong regional representation. The most useful support to our members is provided by our representatives in the local regions. They provide regular informal sessions for members to connect, through to more structured workshop style sessions, and they provide the backbone of our email and face to face support to members.

FNZ was largely responsible for the addition of one fertility treatment cycle to the government funded program in 2004. It runs regular conferences and events and an annual Fertility Week campaign to inform members and the general public, and raise its profile. FNZ provides an informative website for members and non-members alike and provides one on one support via email, web and an 0800 hotline.

Position Purpose

The Support Co-ordinator (SC) for FertilityNZ provides day to day support to the CEO, the Regional Committees and FNZ members. The SC organises and implements FNZ's information programmes. This position is critical to the ongoing delivery of support and information to our members and also facilitating the work of our regional volunteers.

The SC reports directly to the CEO. The SC will have standing daily and weekly tasks and will be required to check in at the beginning of each week to discuss priorities, additional tasks, hours worked and to produce an end of week report via email.

Key Activities

Administration

- Provide administrative support as required to the CEO and the FNZ Executive Committee (such as booking flights, postage and courier, venue bookings)
- Provide administrative support to regional support groups (this may include sending materials, liaising with venues and promoting groups via our membership database and Facebook page)
- Process all Information Factsheet requests from clinic, organisations and individuals
- Distribute hard copies of the Dandelion newsletter (three editions per year)
- Prepare a weekly summary of tasks performed, issues encountered and suggested priorities for the following week
- Monitor and maintain the Factsheet series

- Maintain a log of all Member and general public enquiries (via the 0800 line, email, website and Facebook)
- Assist CEO with preparation of report as per Partnership Agreement on a six-monthly basis for Clinics
- Attend Executive Committee, sub-committee and regional meetings, and facilitator trainings as required

Support

- Build and maintain relationships with volunteer network
- Liaise with support group representatives on a regular basis to ascertain support requirements and provide back-up support when required
- Coordinate feedback received, group attendance numbers, and issues encountered for each group to better understand and serve our community
- Coordinate regional events for the Fertility Week campaign
- Answer membership questions, seeking professional input when required – these may arrive via web, email or phone.
- Support members through various channels as required
- Assist Regional Reps/Committees in organising and promoting support events

Information

- Maintain and update the FNZ website and Facebook page regularly with FNZ events and relevant news
- Provide regional support group information for the Dandelion newsletter
- Provide answers to routine web enquires and ask for input as required from appropriate Executive Committee members or Board Advisors
- Distribute the e-news on a monthly basis
- Actively seek out information in media and other sources that may be useful to our members
- Regularly clear the FNZ 0800 number and 'triage' calls as appropriate

Projects and Other tasks

- Assist with Fertility Week tasks including promoting and compiling consumer stories, populating website
- Assist with other projects as directed by the CEO or Executive Committee
- Assist with advocacy projects / campaigns

Key Working Relationships

Internal

- CEO
- Executive Committee
- FNZ Members
- FNZ Regional Representatives / Committees (active involvement with Auckland committee)

External

- Event venues
- Graphic designers and printers
- Vendors
- Web Providers

- Public external enquiries
- Related support organisations and groups

Personal Specifications

To succeed in the position you must have the following:

Knowledge and Skills

- Excellent relationship management skills with an ability to effectively interact with a wide range of people.
- Ability to prioritise and get things done to required standards.
- Ability to demonstrate initiative and good judgement while working with minimal supervision.
- Ability to set and maintain a high standard of quality assurance.
- Good level of oral and written communication skills, with this 'front-line' role showing a level of professionalism
- Strong computer skills, including demonstrated competence in Microsoft Office

Experience Level

- Previous office experience (desirable)
- Experience in providing support to management teams or customer service (preferable)
- Experience working in the charitable sector (desirable)

Qualifications and Courses

- Current clean drivers licence preferable

Specific Job Requirements

- Travel will be required to process Factsheet requests, and also to meet with Executive Committee members and others as required.
- The role requires the incumbent to use their own car for work purposes (mileage for agreed travel will be reimbursed).
- This role is a work from home role, and as such, a suitable work environment in the Auckland region (preferably central or north Auckland) is necessary.
- As much of Fertility NZ's work is undertaken by volunteers, meetings (in person, teleconference, telephone or Skype) are usually held on weekday evenings (one or two per month) or weekends (approximately 5 part days per year), so availability is needed across these times.
- Working hours may be flexible, as agreed with the CEO, but it is preferred that the 0800 line is answered between 10am-2pm Monday-Friday.

Success Factors

Action Oriented - *Pushes self for results*

- Pursues tasks with energy and drive and supports peers to do the same.
- Perseveres and completes tasks, especially in the face of resistance or setbacks.
- Maintains personal well-being and manages work-load efficiently.
- Knows where to go to get support or information.

Adapting to Change - *Maintains effectiveness during change & thinks of new and innovative ways to achieve tasks*

- Maintains effectiveness and adjusts behaviour to deal with changes in the work environment.
- Is open to the benefits of change.

- Adapts and responds positively to change.

Personal Integrity - *Is widely trusted, and acts with fairness and respect*

- Is widely trusted and honest and keeps confidences and commitments.
- Treats confidential documents and information sensitively and correctly.
- Acts openly, fairly and consistently.
- Displays self control and has the courage to do the right thing in the face of resistance or pressure.
- Completes tasks whilst maintaining high personal standards in all situations.
- Respects and acknowledges others' achievements.

Contributing to the Team - *Actively and selflessly participates as a team member*

- Actively participates as a member of the team and helps others to achieve tasks.
- Shares knowledge, skills and experience with team members.
- Constructively raises concerns when own views differ from those of the team.
- Places higher emphasis on team priorities than on personal priorities.
- Manages own behaviour to ensure effective team performance.

Effective Communication - *Listens and communicates clearly and writes plainly and concisely*

- Listens and follows instructions.
- Seeks clarification and asks questions if unsure.
- Conveys a clear message that is easily understood and checks for understanding.
- Displays sensitivity and empathy when responding to Support enquiries.

Initiative - *Shows initiative and shares their ideas with others*

- Shows initiative in appropriate situations.
- Is confident to share new ideas and the rationale behind them.

Time Management - *Manages own time and resources effectively*

- Prioritises and manages time and resources to ensure that work is completed efficiently and on time.

Working with others - *Is dedicated to meeting the needs and expectations of others*

- Is dedicated to meeting the needs, expectations and requirements of others.
- Establishes and maintains effective relationships with others.
- Acts promptly to ensure relationship problems are resolved.
- Is approachable and builds rapport.