

# POSITIVE WOMEN INCORPORATED



Positive Women  
Wāhine Kaha

**Position:** Community Support Coordinator

**Appointment:** 10 hours per week  
Some evening and weekend work required  
Flexi time by negotiation

**Location:** By negotiation. Possibility to work from Home

**Salary:** **\$35 per hour** - Kiwi Saver at 3%

**Direct report to:** National Coordinator

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## ABOUT POSITIVE WOMEN INC.

Positive Women Inc. (PWI) provides support to women and families living with or affected by HIV. We are also involved in HIV awareness and prevention education, with a focus on eliminating HIV related stigma and discrimination. To find out more, check out our website by [clicking here](#).

Positive Women Inc. is grounded on the [UNAIDS GIPA principle](#) which advances the Greater involvement of People living with HIV in all aspects of the HIV response.

We are guided by the [Te Whare tapa whā](#) hauoura model (physical, spiritual, family, and mental wellbeing), which embraces manankitanga and whanaungatanga.

**Our Vision is:** That all women and families living with and affected by HIV in Aotearoa New Zealand, can live openly without fear of stigma and discrimination.

**Our Mission Statement is:** To provide a valued and proactive organisation for women and families/whanau in Aotearoa New Zealand living with or affected by HIV or AIDS.

## COMMUNITY SUPPORT COORDINATOR

This is a new position within Positive Women Inc., which will play a key role in providing dedicated support to our community of women and families living with and affected by HIV.

The core role, responsibilities and tasks of this role will be focused on coordinating, establishing, reporting on, and maintaining, community projects for women and families living with or affected by HIV.

Due to the nature of being a small not-for-profit organisation, you may be required to assist with other duties as directed by the National Coordinator.

## **Primary Objectives**

The Community Support Coordinator will work with the National Coordinator and other Positive Women Inc. team members to support women and families in Aotearoa New Zealand living with HIV, through developing networks, connections and encouraging, leadership of community initiatives.

Initiatives to be developed in a way that are empowering and self-determining with a strong focus on reducing HIV related stigma and discrimination.

## **Primary Outcomes**

Women and families in Aotearoa New Zealand living with or affected by HIV feel, better connected, less isolated and more empowered.

## **Experience, skills and distinguishing characteristics required**

- Able to respect and maintain the highest level of confidentiality
- Non-judgemental, comfortable interacting and liaising with a wide range of people from different ethnic and cultural backgrounds
- Some understanding or willingness to learn to incorporate Kaupapa Māori and honouring the obligations of te Tiriti o Waitangi into the culture of the organisation and the role
- Excellent communication skills, both verbal and written
- Project and event management skills including management of small project budgets and expenditures
- Implementation and updating of effective operational/administrative procedures specific to the role
- Extremely well organised with good planning and time management skills
- Critical thinking and problem-solving skills. Be self-directed and motivated
- Proven or demonstrated skills in using Microsoft Windows, Excel, mail chimp, Monkey survey and Canva, or similar software
- Confident in the use of social media such as facebook and twitter
- Able to, or willing to learn, to update information on website (training provided)
- Must possess current New Zealand Drivers licence
- Some background of working in the NZ health or HIV sector would be an advantage
- Open to learning and have a Positive 'can do' attitude. Fitting into the organisational culture is extremely important.

## **TRAVEL**

This role may require domestic travel for work related meetings. If working outside of Auckland, travel to the PWI Head Office in Auckland may be required up to 4 times per year.

## **PROFESSIONAL DEVELOPMENT**

In these fast-paced changing times, it is important to continue to upskill and keep up with professional development. You will be expected to engage in ongoing training in keeping with the role. An annual training plan will be developed together with the PWI National Coordinator. Training can be done during work time and approved training costs will be covered as part of the employment contract.

## **CHALLENGES**

Key challenges working in this role include

- Effectively managing a busy and varied role through excellent time management, multi-tasking and interpersonal skills
- Working cooperatively with a wide range of people from different cultures, ethnic, and religious backgrounds
- Operating effectively within a changing and, at times, under-resourced environment, by thinking imaginatively about how to improve systems and enhance individual performance

## **PERFORMANCE CRITERIA**

An individual work and training plan will be developed in partnership with the National Coordinator. The plan will reflect the contribution this position is expected to make towards achieving the society's objectives.

An annual Appraisal will be done with the National Coordinator based on the work and training plan.

## **ROLES AND RESPONSIBILITIES**

An overview of roles and responsibilities are outlined over the next 3 pages

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## ROLES AND RESPONSIBILITIES: Community Support Coordinator

The following is a summary of the main tasks and responsibilities of this role but is not conclusive.

Area of responsibility	Key Tasks	Outcomes
<b>Communications</b>	<ul style="list-style-type: none"> <li>• <b>Respond to member phone/email communications in a professional and timely manner.</b> Check Procedure &amp; Processes Manual for details on expectations.</li> </ul>	<ul style="list-style-type: none"> <li>• Members feel important, welcome and that they belong, in keeping with manaakitanga.</li> <li>• Members are informed and information is up to date</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Maintain Positive Women Database</b></li> </ul>	<ul style="list-style-type: none"> <li>• Up-to-date and accurate database</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Maintain and develop social media communications such as:</b> <ul style="list-style-type: none"> <li>○ Facebook, twitter, Youtube</li> <li>○ Website</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All social media and information portals up to date providing information about Positive Women Inc. and its services</li> <li>• Members feel informed, culturally appropriate</li> </ul>
<b>General Administration</b>	<ul style="list-style-type: none"> <li>• <b>Update Procedures and Processes folder.</b> <ul style="list-style-type: none"> <li>○ Update existing procedures and processes as they are changed or no longer apply</li> <li>○ Write up processes for new situations as they arise</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All members of the Operations Team able to access documents to assist with areas of work they are not familiar with</li> <li>• New team members have resource to assist</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>All other administration tasks</b> required of the role and directed by the National Coordinator</li> </ul>	
<b>Women's Annual Seminar &amp; Retreat</b>	<ul style="list-style-type: none"> <li>• <b>Coordinate as appropriate</b> Communicate with and delegate tasks as appropriate with PWI team, tasks to include: <ul style="list-style-type: none"> <li>○ Booking Seminar and Retreat venues</li> <li>○ Organize Programme for both events in conjunction with National Coordinator</li> <li>○ Find and confirm speakers/presenters</li> <li>○ Design and distribute flyers, registration and confirmation letters</li> <li>○ Procurement of Conference/Goodie bags and contents</li> <li>○ Book and confirm therapists and workshops for Retreat</li> <li>○ Book flights for attendees</li> <li>○ Book shuttle services Retreat &amp; Seminar</li> <li>○ Book and confirm catering for both venues</li> <li>○ Book accommodation and allocate rooms</li> <li>○ Petrol reimbursements</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Work distributed amongst staff easing workload for everyone</li> <li>• Staff clear who to report to and what their roles are</li> <li>• Seminar organized in a systematic manner</li> <li>• Diverse event due to collaborative teamwork.</li> <li>• Members have a seminar which is informative and empowering in regard to living with HIV</li> <li>• Reduced isolation and fears around HIV related stigma and discrimination</li> <li>• Opportunity for women living with HIV to share experience through peer support</li> </ul>

Area of responsibility	Key Tasks	Outcomes
<b>Women's Seminar &amp; Retreat Continued</b>	<ul style="list-style-type: none"> <li>• <b>All appropriate paperwork in Seminar and Retreat Folders</b></li> <li>• Programme budgeting, fundraising, registration, flights, shuttles, meals accommodation, therapists, speakers etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Everything in one place providing easy access for anyone who needs to get information quickly</li> </ul>
<b>Zoom workshops</b>	<ul style="list-style-type: none"> <li>• <b>Set up regular zoom workshops for members.</b> <ul style="list-style-type: none"> <li>○ Prepare annual calendar of events for workshops</li> <li>○ Book workshop facilitators</li> <li>○ Advertise and organize registration for workshops</li> <li>○ Send out resources as required to members who have registered for the workshops</li> <li>○ Host the workshops</li> <li>○ Send out and record evaluations</li> <li>○ Budgets set and monitored</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 6-12 workshops done throughout the year</li> <li>• 6-8 people attend the workshops</li> <li>• Women feel more connected and less isolated</li> <li>• 90% of evaluations express satisfaction with the workshops</li> </ul>
<b>Wellness Fund Applications</b>	<ul style="list-style-type: none"> <li>• <b>Assist members with Wellness Fund Applications</b></li> <li>• Application form and process can be found in Process folder.</li> <li>• Work in conjunction with Body Positive who are the administrators of the Wellness Fund.</li> </ul>	<ul style="list-style-type: none"> <li>• Members supported through the application process</li> <li>• Members experience less hardship.</li> </ul>
<b>Administer the Cartier Bereavement Trust</b>	<ul style="list-style-type: none"> <li>• <b>Cartier Bereavement Trust is to cover costs of funerals for members.</b></li> <li>• Assist member or family member with the application process.</li> <li>• Liaise between the family and the funeral directors</li> <li>• Refer to process for further details.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced mental and financial hardship on families</li> </ul>
<b>One on One member support</b>	<ul style="list-style-type: none"> <li>• <b>Support for members as needed</b></li> <li>• Will need to work with the member as to their needs and how best to resolve.</li> <li>• Liaise with the National Coordinator for assistance and to keep informed</li> <li>• Develop a monitoring/evaluation process to indicate outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Members feel supported</li> <li>• Members feel empowered</li> </ul>
<b>New member/referrals induction</b>	<ul style="list-style-type: none"> <li>• <b>Work with key stakeholders to ensure they refer newly diagnosed women to Positive Women Inc.</b></li> <li>• Communicate with new members/diagnoses on a regular basis initially to ensure they feel supported and not alone</li> </ul>	<ul style="list-style-type: none"> <li>• Newly diagnosed or new members, don't feel isolated</li> <li>• A safe place for women to talk with and meet other women living with HIV</li> </ul>

Area of responsibility	Key Tasks	Outcomes
<b>Member Support</b>	<ul style="list-style-type: none"> <li>• <b>Follow up with existing members on a regular basis</b></li> <li>• Develop a system to ensure regular contact is made with all existing members.</li> <li>• Connect with members on a regular basis</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce isolation</li> <li>• Women feel part of something</li> <li>• Women feel connected</li> </ul>
<b>Newsletter</b>	<ul style="list-style-type: none"> <li>• <b>Coordinate the 2 monthly PWI newsletter</b></li> <li>• Develop annual, internal timetable for newsletter production and share with other PWI team members to ensure they have their contributions ready in time</li> <li>• Write up article on the website and in MailChimp</li> <li>• Distribute newsletter appropriately</li> </ul>	<ul style="list-style-type: none"> <li>• Members feel connected and informed</li> </ul>
<b>New project and resource development in conjunction with the Health Coordinator</b>	<ul style="list-style-type: none"> <li>• <b>Develop new support programmes for members as appropriate or the need arises</b></li> <li>• Work with other PWI team members to develop new resources for people living with HIV</li> </ul>	<ul style="list-style-type: none"> <li>• Members feel supported, connected, and informed</li> </ul>