

Neighbourhood Support Coordinator

Ashburton District Neighbourhood Support Incorporated

Position Description | 15 hours per week

Position	Neighbourhood Support Coordinator
Hours	15 hours per week
Location	Offices of Safer Mid Canterbury
Reports to	Ashburton District Neighbourhood Support Incorporated Board at a strategic level; Safer Mid Canterbury delegated manager at an operational level.
Key accountability	Delivery of the organisation's Strategic Plan and agreed annual action plan, within the resources and hours available

Purpose of the role

The Neighbourhood Support Coordinator is responsible for strengthening and growing the Neighbourhood Support network across the Ashburton District. The role is centred on the core work of Neighbourhood Support: getting people connected, maintaining an accurate membership network, supporting Street Coordinators, helping neighbourhood groups become active and sustainable, filling gaps in neighbourhood coverage, and encouraging neighbours to know, communicate with and support one another.

This is a 15-hour-per-week role. The Coordinator is expected to focus effort on the activities that most directly advance the Strategic Plan, use volunteers and partnerships wherever practical, and avoid taking on projects or initiatives that sit outside the core purpose of Neighbourhood Support unless specifically approved by the Board and resourced accordingly.

Strategic focus

The role gives effect to the four goals in the 2026-2027 Strategic Plan:

- A financially sustainable and people-strong organisation.
- Grow and strengthen our membership.
- Connected and active neighbourhoods.
- A recognised and trusted community organisation.

Key responsibilities

1. Grow and strengthen the membership network

- Make Commbase the single, reliable source of membership, volunteer, Street Coordinator and neighbourhood information.
- Review, clean and maintain Commbase records so information is accurate, current and useful.
- Ensure additions, changes and retirements are entered in a timely manner, and that appropriate systems are documented and followed.
- Identify where Neighbourhood Support has little or no presence and maintain a practical picture of gaps in neighbourhood coverage across the district.

- Actively work to establish or re-establish street and neighbourhood groups in priority gap areas, using approaches that are achievable within available hours.
- Make joining Neighbourhood Support simple and respond promptly to people who want to join, establish a group or become a Street Coordinator.
- Encourage existing members to help introduce and connect new neighbours to the network.
- Maintain appropriate privacy and confidentiality in the collection, storage and use of member information.

2. Support Street Coordinators and sustainable local groups

- Maintain regular, purposeful contact with Street Coordinators and provide practical information, encouragement and support.
- Lead and assist Street Coordinators to understand their role as the local connection point for their street or neighbourhood, rather than relying on the Coordinator to personally manage every group.
- Provide simple induction, guidance and resources for new Street Coordinators.
- Encourage each active group to have appropriate back-up and succession arrangements so the group can continue when a Street Coordinator is unavailable or steps down.
- Keep Street Coordinators informed of relevant membership changes, Neighbourhood Support information and useful local safety or preparedness messages.
- Identify inactive or weakening groups and make reasonable efforts to reconnect them, identify a new contact or support the group to become active again.
- Create practical opportunities for Street Coordinators to share ideas, learn from one another and strengthen the wider network.
- Disseminate Neighbourhood Support New Zealand (NSNZ) information and capitalise on NSNZ promotional activities locally.

3. Connect neighbours and encourage active neighbourhoods

- Promote simple, low-cost ways for neighbours to meet and build relationships, such as street gatherings, BBQs, coffee catch-ups, informal meetings and neighbourhood communication groups.
- Encourage members to know who lives around them, communicate with one another and look out for neighbours who may need support.
- Support neighbourhoods to become more connected and resilient, including during emergencies or periods of local disruption.
- Provide practical, relevant information about community safety, crime prevention and emergency preparedness without duplicating the responsibilities of Police, Civil Defence Emergency Management (CDEM), Fire and Emergency New Zealand (FENZ) or other agencies.
- Use volunteers, Street Coordinators and partner networks to extend the reach of neighbourhood activity rather than attempting to deliver every activity personally.
- Keep the focus on neighbour-to-neighbour connection and avoid developing stand-alone projects that do not directly strengthen the Neighbourhood Support network.

4. Communication, profile and community relationships

- Maintain regular, useful communication with members and Street Coordinators through the most effective and manageable channels available.
- Promote a clear and consistent understanding of what Neighbourhood Support is, what it does, and how people can become involved.
- Use local media, social media, community networks, partner newsletters and selected community events to build awareness and membership where these provide good value for the time involved.
- Tell simple local stories that demonstrate neighbours helping neighbours and the value of active street groups.

- Maintain constructive working relationships with Police, Ashburton District Council/CDEM, FENZ, Neighbourhood Support New Zealand, community organisations, rural networks and other relevant partners.
- Use partnerships primarily to support, reach and connect neighbourhoods rather than taking responsibility for delivering other organisations' programmes.

5. Financial sustainability and organisational support

- Work with the Board to support the organisation's goal of becoming financially sustainable and less dependent on any single funding source.
- Assist with a practical annual funding plan that identifies priority grants, sponsorship opportunities and other appropriate sources of support.
- Prepare or assist with a manageable number of funding applications and funding accountabilities, prioritised and agreed upon with the Board.
- Collect simple evidence of membership growth, neighbourhood activity, volunteer contribution, reach and impact that can be used in reporting to the Board, funders and partners.
- Help build and maintain an active volunteer base and make effective use of volunteers for neighbourhood activities, promotion and other appropriate delivery tasks.
- Use organisational resources carefully and match activities to available time and funding.

6. Planning, reporting and accountability

- Develop an annual action/work plan with the Board that translates the Strategic Plan into a small number of realistic priorities for the year.
- Use the action plan to prioritise weekly work, recognising the position is limited to 15 hours per week.
- Provide concise written reports to the Board monthly showing progress against the Strategic Plan and action plan, including membership, neighbourhood coverage, Street Coordinator support, activity, funding and key issues.
- Maintain suitable records, systems and files so the organisation's information is accessible, orderly and able to be handed over if personnel change.
- Raise emerging risks, workload pressures, resource constraints or matters requiring governance decisions with the Chairperson or Board in a timely manner.
- Prepare and coordinate annual report and annual general meeting.
- Comply with applicable organisational policies, privacy requirements, health and safety obligations, funding conditions and other legal or reporting requirements.

Role boundaries and prioritisation

Because this is a 15-hour-per-week position, prioritisation is essential. The Coordinator is not expected to personally deliver every neighbourhood activity, event or partner initiative. The role is to build the network, enable Street Coordinators and volunteers, connect people, maintain the systems that support the network, and concentrate effort where it will strengthen membership and active neighbourhoods.

Unless specifically approved and resourced by the Board, the role should not be diverted into stand-alone community projects or initiatives that do not directly contribute to the organisation's strategic goals or core Neighbourhood Support purpose.

Key working relationships

- Ashburton District Neighbourhood Support Incorporated Board and Chairperson.
- Neighbourhood Support Street Coordinators, volunteers, members and prospective members.
- Neighbourhood Support New Zealand and other Neighbourhood Support organisations.
- New Zealand Police.
- Ashburton District Council and Civil Defence Emergency Management.

- Fire and Emergency New Zealand.
- Community, rural, service and volunteer organisations relevant to neighbourhood connection.
- Funders, sponsors and local businesses where appropriate.
- Community Patrol.

Person specification

The successful person will bring a practical, community-focused approach and be comfortable working independently while remaining accountable to the Board.

- Strong interpersonal skills and a genuine ability to relate to a wide range of people.
- Well-developed verbal and written communication skills.
- An understanding of, and commitment to, the Neighbourhood Support concept and the value of neighbours knowing and supporting one another.
- Confidence in encouraging people to become involved, join a group or take on a Street Coordinator or volunteer role.
- Good networking and relationship-building skills.
- Good organisational, record-keeping and time-management skills, with the ability to prioritise a limited number of high-value tasks.
- Competence using online databases, email, Microsoft Office or equivalent tools, and social media or digital communication platforms.
- Ability to maintain accurate and confidential information and follow privacy requirements.
- Ability to work with volunteers and support others to take ownership of local neighbourhood activity.
- Ability to work constructively with governance, partner agencies, funders and community organisations.
- An appreciation of the diversity of the Ashburton District and the ability to work respectfully with people from different cultures, backgrounds and communities.
- A current full driver licence.

Measures of success

Specific annual targets will be agreed through the action/work plan. Overall success in the role will be demonstrated by:

- Commbase being accurate, current and effectively managed, with a clear picture of members, Street Coordinators, active groups and coverage gaps.
- Membership growing over time and more of the district being covered by active street or neighbourhood groups.
- Street Coordinators feeling supported and having appropriate backup and succession arrangements in place.
- Existing groups being re-engaged where practical and new groups being established in identified gap areas.
- Members having opportunities and encouragement to know, communicate with and support their neighbours.
- Neighbourhood Support being increasingly recognised across the Ashburton District, with partners and community networks referring people to the organisation.
- The organisation making progress toward a stronger and more diverse financial base and maintaining financial stability of the organisation.
- The coordinator delivers an agreed, realistic work plan within the available 15 hours per week and uses volunteers and partnerships effectively.

Hours and flexibility

The ordinary hours of work are 15 hours per week. Hours may be arranged flexibly by agreement, recognising that occasional meetings, neighbourhood gatherings or community activities may occur outside standard office hours.

Review of the position

The position description and contracted hours may be reviewed as the organisation's financial position and operational capacity improve. Any material expansion of duties should be considered alongside the hours and resources available to the role.

I have read and understood the above Job Description and accept all of the above responsibilities incorporated herein.

Signed by XXXXXXXX:

Coordinator – Neighbourhood Support

___/___/___

Date

Signed by Kevin Clifford:

General Manager – Safer Mid Canterbury

___/___/___

Date

Hours of Work: Your ordinary hours of work will be 15 hours per week

Due to the nature of the position, working hours are flexible but will generally be worked Monday to Friday between 8:00 am and 5:00 pm. On occasion there will be the need for some work outside these standard office hours for meetings and events.

Remuneration and Leave: Annual Salary \$24,772 for 15 hours per week plus 3.5% KiwiSaver employer contribution. Five weeks annual leave.

Place of work:

The contract you work under requires you to provide services across the Ashburton District, and there will be the occasional meeting further afield, so you will be required to travel around the district and, occasionally, outside of the district. A car is provided for this purpose.

Other conditions of appointment: Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000, other Acts which govern employment, and an Individual Employment Agreement.