



100% MADE OF NEW ZEALAND

Retention & Pastoral Support Coordinator

Position Description

Our Purpose Creating Goodness from the Farms the World Needs

Division: Operations

Reports to: People and Capability Manager

Role purpose:

The role of the Retention & Pastoral Support Coordinator is to work alongside departmental leaders to improve team member engagement, attendance and retention and in particular, new team members. This will be achieved by routinely assessing what barriers to work team members face and how these barriers might be overcome. Where there are barriers which require specialised support, the Retention Support Coordinator will refer a team member to an external provider to ensure the most appropriate support is given which will enable the team member to continue to contribute to their team on a regular basis.

Connection and engagement with staff at the recruitment, onboarding, and buddy training stages are key areas where the Retention Support Coordinator can assist to ensure team members understand the various production, health and safety and compliance standards they need to achieve and the personal behaviours required to meet their employment expectations.

Responsibilities include:

- Supporting and assisting frontline leaders to improve retention
- Supporting and assisting frontline leaders to reduce absenteeism
- Proactive involvement during onboarding sessions to enable relationships with new starters to form
- Providing referrals to external support services and agencies
- Providing pastoral support to overseas workers

Key relationships

External:

Ministry of Social Development – Work and Income
Community support providers and agencies
Training Providers

Internal:

All leadership positions
Site support staff, specifically the People team
Centralised support staff as needed

Key responsibilities

Recruitment

- Assist at recruitment and onboarding sessions in order to engage with, and build relationships with, new team members. This will enable the Retention Support Coordinator to identify any immediate risks and/or opportunities that they can action which will allow the team member to attend work as scheduled.

- In conjunction with the People and Capability Manager, develop and implement a programme aimed at building a strong work ethic with new employees. This will include, but not limited to, reliability, attitude, productivity, communication and commitment.
- As part of the wider site People team, carry out activities that promote Silver Fern Farms as an employer of choice to both prospective candidates and external agencies.
- Make recommendations when necessary on recruitment, attraction and retention system improvements. Be actively involved in the implementation of action plans/trials to improve those systems. Monitor on an ongoing basis the effectiveness of the changes.

Absenteeism

- Through referrals from departmental leaders and/or other site staff, and following attempts made by the department leader to change attendance behaviour, connect with team members who have high levels of absenteeism and discuss solutions to reduce their absenteeism. Where appropriate, involve external providers to assist.
- Monitor and follow up with team members to ensure any interventions have been effective and have enabled a return to regular attendance. Provide feedback to departmental leaders.
- After an individual has been AWOL twice in fairly quick succession and the department leader has been unable to make contact despite repeated attempts the second time, the RSC will make more extensive efforts to make contact with the individual to ascertain reasons for the absences. This may involve a residential visit as a last resort. When contact is made, identify solutions the team member can implement to improve their attendance and behaviours. Where appropriate, involve external providers to assist.
- Assist the People and Capability Manager and department leaders in identifying departmental trends and provide recommendations as to potential solutions. Help trial improvement interventions and initiatives.

Social Support

- Build strong working relationships with community support agencies to enable fast and effective support when they are called upon to assist with our team members.
- Where necessary, and with approval from the People and Capability Manager, arrange either internal support options/mechanisms or arrange external training and/or other support agencies to support team members to remain in work. This could include, but is not limited to, driver's licences, transport solutions, housing, budgeting etc.
- Where external employee support agencies are engaged, monitor the engagement and effectiveness of the service to ensure team members are receiving the support they need and behaviours are changing as a consequence.
- Overseas worker pastoral care responsibilities for International Workers at our site, including the initial onboarding and migration of new staff into the Country, providing the team with life skills and coaching to assist with them adapting to our culture and becoming consistent, reliable team members and organising out of work routines for the group to support wellbeing.

Reporting

- Ensure the compliance of company reporting standards, by:
 - Providing accurate and timely reporting monthly as per the agreed template
 - Proposing strategies with clear indications of costs and benefits and reporting on the achievement of these.
- Maintain procedures and systems for monitoring progress and the results achieved by new workers, along with establishing review procedures.



- Report on the interactions with team members and how these individuals have been identified i.e. departmental referral, self-referral, referral by other means.
- When made aware of leadership behaviours that are causing absenteeism and/or retention issues, advise the People and Capability Manager. Assist them to identifying corrective actions and where appropriate, participate in any initiatives to help resolve the leadership issues.

Leadership

- Actively participate as a member of the site People team.
- When called upon to assist with absenteeism issues by a production leader, ensure they are aware of proposed solutions and actual outcomes by regular feedback sessions.
- Contribute to the further development of site culture and goals
- Research trends around staff welfare and wellbeing

Projects

- Participate in various projects as assigned within scope, completing within timeframes and costs.
- Assist with projects to ensure the successful introduction of change and improvement.

Competencies and professional expertise

- Highly tuned relationship building skills with the ability to relate to people at all levels and across cultures.
- Empathy and understanding towards team members
- Community awareness and engagement of support providers
- Accurate and energetic approach to success
- Excellent community participation and networks developed to maintain pathways for potential candidates
- Problem solving, negotiation and high-level communication skills.
- Computer literacy - proficiency in the use of Microsoft Word, Excel, PowerPoint)
- Excellent written, verbal and interpersonal skills.
- A high level of ability to manage time and prioritise key tasks.
- Presentation and facilitation skills
- Accurate and efficient record keeping processes
- Develop and maintain relationships across the business

Core expectations

Customer focus - Proven ability to take ownership of issues

Adding value – Contribute to cross-functional projects and strategic initiatives

Values and Strategy – Live the Silver Fern Farms values and strive to achieve our strategic goals

Other duties – Complete all reasonably requested tasks in a competent and timely manner

Health, Safety and Wellness

- Follow all reasonable instructions, do not by action or inaction put yourself or others in harm's way



- Follow all company and legislative health, safety and wellness policies, standards, and procedures including wearing PPE and using safety devices as required
 - Ensure your own fitness for work and carry out duties safely including reporting hazards, near misses and incidents immediately
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