



SERVICE MANAGER PROFILE: GLEN GOODALL PACT SOUTHLAND

What is your history with Pact?

I started out at Elles Road (Invercargill) IN 2021 in our youth bail home, Te Kaika Whakaaroaro. I worked there for 16 months. As much as I enjoyed my time as a support worker, I felt like I could do more. I wanted to stay with Pact; its support for staff is of a very high standard, which I had never experienced with other organisations I worked for in the health and wellbeing industry. So I looked at other opportunities within Pact, applying for the position of service Coordinator at Leet Street, not thinking that I would have a chance at getting the position. People told me that Leet Street can be a challenging place to work and wished me luck. Well, here I am in the role a couple of years later (now called Service Manager) and I love it.



What were you doing before coming to Pact?

I drove a taxi, as an owner-driver, and also drove for McDermott Coaches as a school bus driver. I have also worked as a support worker in the hospital wing of a rest home and provided personal cares through Access Community Health. My wife and I also run a small community barbecue on one evening a week here in Invercargill.

What attracted you to Pact?

I was attracted to Pact and the position as I was looking to do my Level 5 Health and Wellbeing Diploma and needed a placement as well as a job. At the time, I was interested in youth work. I was told: "no Glen, you don't want to work in youth. It's too hard."

Well never tell me I don't want to do something. If there is something you don't think I can do, then tell me, and I will take it as a challenge.

Pact had a position that was in intellectual disability, but it was for a woman to work with young ladies. My name was handed to the youth manager at the time, and I was offered an interview. The staff who interviewed me were so friendly and made me feel like I belonged.

What is the best thing you do at work?

The best thing I do at work is not back down if things get a bit hard. I tell staff that they can do anything they can put their mind to. I would like to think I am friendly and approachable at work.

What is the best thing about working for Pact?

The best thing about working for Pact is the amount of support from management and my senior colleagues, and their belief in me. The friendly, welcoming nature of the workplace makes coming to work feel like more than just a job we get paid for.

What have you learned since being with Pact?

I have learned that if you have the right attitude that you can do anything. Working with Pact has given me the confidence to have less self-doubt in my ability to do things.

What are you most proud of in your role?

I am proud to have been given this responsibility to come into this young people's home and to be part of their lives. I'm proud to say I work for Pact, with this amazing group of people.

What would you say to someone thinking about joining us?

If you are thinking about joining Pact, do it – don't think about it. If you have the desire to learn and want to be part of an amazing supportive team, then you are looking in the right direction. Pact will support you if you have the right can-do attitude and willingness to learn.