



SERVICE MANAGER PROFILE: SARAH CROSS PACT OTAGO



What is your history with Pact?

I was completing a course, learning over-the-phone skills, when [Pact General Manager] Karla Butler came to talk to us about Pact and what Pact does. This instantly interested me, and I was eager to give it a go! I had to create a CV to send through as I had never created one. I was interviewed and was accepted for a job as a support worker. I started at North Road and then Tom Trotter Close (both in Dunedin), where I was then given the opportunity to become a "2IC". I was taught some service coordinator tasks before I was offered the position of becoming a service coordinator, a few months before I was due to head off on maternity leave. On my return, after almost six months off, I was the service coordinator of Te Whare Oranga (also in Dunedin) and then went back to Tom Trotter Close. I am now Service Manager at Falcon Street.

What were you doing before coming to Pact?

I was a young single mum and helping at my grandparents' business doing reception, just trying to figure out what I wanted to do.

What attracted you to Pact?

The idea that I was able to make a difference to someone's day and their daily life – also Karla's presentation at the course! I am very much a people person so this sounded like my go-to.

What is the best thing you do at work?

Giving clients confidence and enough support to make them feel like they belong and are comfortable in the community. They are then able to return to the community and live independent and fulfilling lives. One of the best things is being able to be their voice when needed.

What is the best thing about working for Pact?

The support from other staff, the relationships made and the opportunities that are available to clients but also staff. Having all our clients warm with roofs over their heads and food, and having the best support teams around them supporting them where needed.

What have you learned since being with Pact?

I have learnt a lot over the last four years. I have learnt a lot about myself and what I am capable of doing. I have learnt that things we take for granted may be nothing to one person but can be a lot larger to another.

What are you most proud of in your role?

The clients I have and how well they are doing, such as coming out from being under the Mental Health Act, trying new activities and getting involved with work opportunities to seek employment.

What would you say to someone thinking about joining us?

Just do it! There are many opportunities to make differences in our people's lives. Also being able to meet some of the best staff members.