

SERVICE COORDINATOR PROFILE: BILLY CARTER, PACT SOUTHLAND

What is your history with Pact?

I began my journey with Pact in December 2019, working as a casual support worker across all the services within Invercargill. I am really thankful for this time as it gave me a great overview of Pact and the different services we offer. Following this, I was given the opportunity to join the community mental health team, initially as a cover for maternity leave and becoming a full-time support worker shortly afterwards. After two years in community, the role of service coordinator became available in one of our supported accommodation services and I began working in that role in May 2022.

What were you doing before coming to Pact?

Prior to working for Pact, I had done a wide variety of jobs both here and in the United Kingdom. I have worked selling All Blacks' products on Lambton Quay, on a nudist beach in the UK as a beach warden, searched the streets of Putāruru as a truancy officer and have spent five years teaching children from new entrants through to teenagers.

What attracted you to the organisation?

I was attracted to working for Pact as I have always wanted to do work which makes a positive difference to the way in which people live. Pact make a difference in the lives of the people they support, their families and the wider community, which is so rewarding to see.

What is the best thing you do at work?

The best thing I do at work is connect with people. I love talking to the residents and hearing about the goals that they are working on. Equally, it is great to see the passion that shines through from the support workers when they let me know about some of the progress their clients have made.

What is the best thing about working for Pact?

The diversity of the job is great. Sure, there are some tasks which are routine but generally speaking no two days are the same, and I love that about the job. Pact seems to be growing bigger and bigger meaning more and more opportunities are available for people to progress with their career

What have you learned since being with Pact?

I have learned so much whilst working for Pact. Some of this has been through other staff who have mentored me in the various roles I have worked in, some has been through the class-based training days, and some has been through the Careerforce apprenticeship. I am always looking to further my knowledge and Pact has been very supportive of this.

What are you most proud of in your role?

Whilst working as a community support worker some of the things I was most proud of were reuniting a client with his family for the first time in over a decade, coaching a client from running one minute non-stop to over 20 minutes and working with a client to build a raised veggie garden.

What would you say to someone thinking about joining us?

If someone was considering working for Pact, I would tell them to go for it. They would be hard pushed to find a more supportive crew in a workplace that offers a chance to learn while you work and feel the satisfaction of unlocking the potential in both themselves and in the people that they will be supporting.

