



Ka Puta Ka Ora
Emerge Aotearoa

Position Description

Service Manager

He Kōrero Mō Mātou - About Us

Ka Puta Ka Ora Emerge Aotearoa is about supporting the oranga (holistic wellbeing) of tāngata whaiora and whānau across Aotearoa. Our support services meet the diverse health and wellbeing needs of the communities we serve, including mental health, addiction, disability, employment, offender rehabilitation and wellbeing options. We also meet a broad range of housing needs, from emergency and transitional housing through to social and affordable homes.

Over the past decade we have become one of Aotearoa's largest and most trusted for-purpose organisations. The 'Ka Puta Ka Ora Emerge Aotearoa' name represents our strong ties to tāngata whenua and our commitment to be an honourable Tāngata Tiriti organisation. Our name carries the spirit of Tāwhiao's tongikura: It is an invitation for people, whānau and their communities to come forth and thrive - ka puta ka ora. Our name inspires our vision - 'Tautokohia te mana tāngata, kia puta kia ora' - which speaks to the role we play in supporting the dignity and mana of people so that they can be well and healthy.

Our three Pou - Māori succeeding as Māori, Lived Experience and Diversity are privileged and Thriving Pacific Peoples - guide our mahi and are the lens through which we measure our success. Our values - Whakawhanaunga (connecting with purpose), Ako (walking and learning together), Manaaki (engaging with respect) and Whakamana (acting with integrity) - are embedded in the way we work.

Learn more about us at emergeaotearoa.org.nz.

Ō Mātou Uara - Our Values



Whakawhanaunga
Connecting with
purpose



Ako
Walking and learning
together



Whakamana
Acting with integrity



Manaaki
Engaging with
respect



Position Purpose

Ensure optimum outcomes for people who access our services by effectively and efficiently managing a specific service through team leadership, coaching and supervision. The high level objectives of the role are to:

- Work collaboratively with colleagues and the relevant District Managers to plan and deliver services that achieve the desired outcomes.
- Provide practical support, oversight and co-ordination to teams of staff who are tasked with delivering services to people who use our services.
- Integrate clinical expertise, knowledge and competencies with EmERGE Aotearoa’s commitment to provide quality services to people who use our services and their whanau.
- Facilitate those people who use our services to work towards their personal goals and aspirations by using professional skills, coaching and supporting other team members.
- Continuously seek new ways of improving the service and the outcomes for people who use our services.

Key Relationships

Reports to: District Manager

Responsible for (up to 8 staff – excluding casuals):

Support Workers

Mental Health Professionals

Internal:

- Regional / District Managers
- HR Business Partners
- Health Practitioners/Mental Health Professionals
- Peer Support staff

Position Delegations/Financial Responsibilities

Delegated Authority: (operating expenditure)

Vehicles Vehicles assigned for service use (if applicable)

Financial delegation: Nil

Staff Delegation: Recruitment and selection and performance management of direct reports

Other Delegations:

Total Budget Responsibility: Monitor and report against Service Contract budget



<p>General Manager - Service Delivery Shared Services staff</p> <p>External:</p> <ul style="list-style-type: none">▪ People who use our services▪ Service delivery Partners▪ Allied health and social service agencies▪ Whanau and other significant people supporting the people who use our services and their whanau	<p>Scope: One service contract</p>
---	---

Key Responsibilities and Performance Measures

Achieving outcomes for people who use our services	How achievement will be measured
<ul style="list-style-type: none">▪ Ensure there is a strong focus on the people who use our services in the delivery of services▪ Establish a rapport with the people who use our services and their whanau▪ Work collaboratively with other services and providers to ensure an integrated approach to care for those who use our services▪ Ensure all aspects of the experience from referral and entry process through to the development and implementation of Support Plans, to transition or exit are managed effectively for those who use our services	<ul style="list-style-type: none">▪ Satisfaction surveys reflect positive results and satisfaction with support▪ People who use our services have positive outcomes and achieve their goals as outlined in their Support Plans.



Keeping people healthy and safe	How achievement will be measured
<ul style="list-style-type: none">▪ Ensure that staff undertake relevant Health and Safety training▪ Ensure that staff adhere to Health and Safety policies and procedures▪ Ensure the house, property and local environment meets health and safety needs	<ul style="list-style-type: none">▪ Staff have attended required Health and Safety training▪ Health and Safety concerns or issues are managed▪ Feedback indicate satisfaction with levels of health and safety.
Resource Management	How achievement will be measured
<ul style="list-style-type: none">▪ Coordinate staff and resources to meet service requires/ standards▪ Ensure team roster meet service requirements (correct number and mix of staff)▪ Ensure the vehicle fleet is managed appropriately, including checking for vehicles for damage, vehicles are compliant, incidents are reported)▪ Appropriately manage purchase cards▪ Manage and plan client and service budget activities within the service's allocated budget, in collaboration with line manager▪ Identify and notify the appropriate party (Property Team) of property related issues▪ Prepare and complete reports for internal and external stakeholders in line with agreed reporting requirements	<ul style="list-style-type: none">▪ Rosters are appropriately managed e.g. meet service needs, are Health and Safety compliant▪ The fleet is effectively managed e.g. they are regularly checked for damage, vehicles are compliant, incidents are reported correctly, mileage is completed accurately▪ Budgets and Purchase cards are managed effectively (e.g. invoices are reconciled)▪ All required reporting is completed accurately and within required timeframes



Management and Leadership of Team	How achievement will be measured
<ul style="list-style-type: none">▪ Delegate appropriate work to direct reports, while still remaining accountable for the work▪ Ensure direct reports are clear about their tasks, objectives, deadlines and scope of practice▪ Manage HR issues appropriately and in a timely manner in collaboration with line manager▪ Manage staff leave balances and ensure leave is used appropriately▪ Lead the recruitment of team members based on workforce and service profiles to meet current and future business needs▪ Role model leadership and demonstrating the values▪ Encourage open and honest communication within the team▪ Manage and maintain regular contact with direct reports to ensuring they are supported, are clear about and achieve their tasks, objectives and deadlines▪ Effectively manage the Performance Review and Individual Development planning processes with direct reports	<ul style="list-style-type: none">▪ Follow up on delegated work to ensure its completed on time and to standard▪ Direct reports are clear about their roles and scope of practice▪ On Track Chats or regular catch ups show evidence that workloads and work priorities are discussed <p>Poor performance and disciplinary issues are dealt with immediately in accordance with HR processes and policies. HR advice is taken (where appropriate). Issues are escalated to line manager.</p> <ul style="list-style-type: none">▪ Staff leave is monitored and managed appropriately▪ Recruitment processes are following and carried out in a timely manner▪ Their team meet required KPI's▪ Performance reviews are completed in an effective manner▪ Team members achieve goals as outlined in IDP
Heath, Safety and Wellbeing	
<ul style="list-style-type: none">▪ Role model the importance of wellbeing and encourage staff to manage their own wellbeing proactively▪ Ensure the service complies with health and safety standards▪ Leading the implementation at a service level of	<ul style="list-style-type: none">▪ Leave plans are in place and regular breaks are being encouraged▪ The service is compliant for all health and safety training▪ Staff report that they feel safe in their workplace



<p>organisational health and safety policies and procedures to maintain a safe workplace</p> <ul style="list-style-type: none">▪ Manage serious incidents and ensuring staff have been appropriately debriefed▪ Maintain vigilance for situations that may cause safety risks and taking steps to minimise the risk by identifying and reporting potential hazards in the workplace▪ Report any accidents and incidents to the Workplace Health and Safety and Wellbeing Officer immediately or as soon as possible to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence	
Quality and Risk Management	
Quality and Risk Management	How achievement will be measured
<ul style="list-style-type: none">▪ Effectively manage risks and incidents▪ Identify risk for those who use our services and put in place appropriate plans to minimize the risk, in collaboration with clinical teams▪ Ensure the services comply with audit and other contractual requirements▪ Participate in the out of hours on call process▪ Ensure that the team adhere to the Safe Driving policy▪ Manage critical incidents, ensuring that relevant policy and procedures are followed. This includes effective defusing, debriefing of the situation and review	<ul style="list-style-type: none">▪ All staff members know relevant policies and procedures and adhere to these - any breaches are dealt with immediately▪ Services run in line with contractual obligations▪ Audit action plans are auctioned in a timely manner▪ Vehicles are driven in a safe and responsible manner



Person Specification

It is essential that the person in the role operates in a manner which displays:

- An unequivocal commitment to respecting the rights and supporting those with mental distress
- A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow
- A genuine commitment to our values and embraces our culture specifically our commitment to Maori and Pacifica

Behavioural competencies

Competency	Behaviour
Managerial courage	Is willing to challenge things that aren't right; they face up to tough situations and aren't afraid to address problems as it happens; they are conscientious about providing direct, current and complete corrective feedback; their teams are aware of expectations for behavior and performance
Developing direct reports	They know the career goals of their team reasonably well and is available for guidance and support to help their team work towards their development goals; is willing to help those in need of development and will actively look for development opportunities for their team; they work with their team to create effective development plans
Informing	Ensure appropriate people are kept informed; their communications are consistent, timely and informative; their Line Managers are kept in the loop with important organisational updates or changes; they follow through on information commitments
Building effective teams	Their teams are known to be cohesive and working towards the same goal; they ensure that team members have clearly defined roles and responsibilities, and understand their level of authority; they make their team feel good about their work and they make a point of reinforcing the achievements of the team.
Managing diversity	Appreciates the strengths, insights and ideas of people; is curious to build awareness of differences and supporting diversity in others; ensures that the support provided to people who use our services is culturally appropriate; shows a



	genuine interest and understanding of the diversity of the people they work with
Process improvement	They carefully lay out each process and determine specifically what resources (e.g. tasks, people and budget) are required for each one; are effective at simplifying processes; they add value with their evaluations and suggestions; they establish clear process measures and monitoring systems, and use this to stay informed

Experience, knowledge and qualifications

Essential

- Relevant tertiary qualification (minimum Level 7) e.g bachelors in management, social services, psychology, nursing or equivalent commensurate experience
- Relevant work experience, including at least one year's experience in mental health, AOD, disability, health care and/or social services
- Excellent written and verbal communication skills
- Fluent in English
- Full clean drivers license

Desirable

- Relevant annual practicing certificate
- Experience working with diverse cultures
- Experience in leading and managing others
- Human resource experience
- Expertise in planning and delivering services that are centred around people who use our services



Ka Puta Ka Ora
Emerge Aotearoa

Disclaimer:

The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation.