



KIRIKIROA FAMILY SERVICES TRUST

Practice Manager – Kaiwhakahaere

Job Description

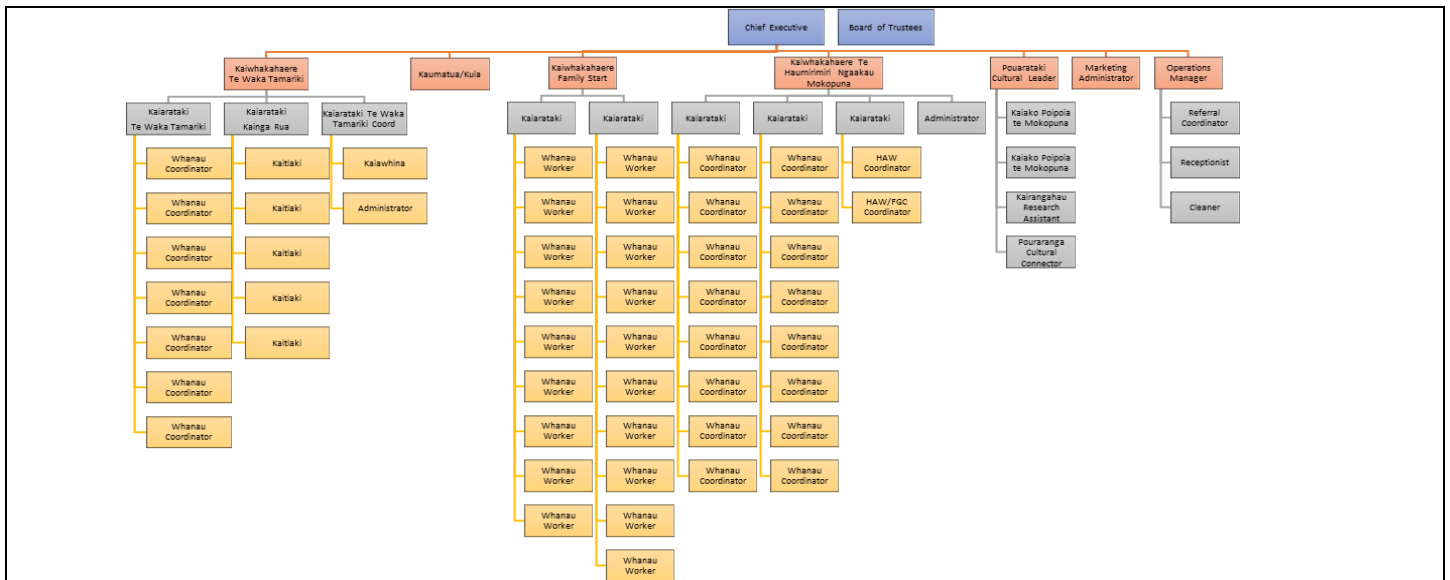
Responsible to	Chief Executive Officer
Direct Reports	Kaiarataki – Team Leaders
Location	Waikato and Waipa
KFST Values	<p>Must demonstrate the values of Kirikiriroa Family Services Trust</p> <p>Mahi tahi Whakaaro whānui Manaaki tangata Kia tika Kia tupu, kia hua Whakamana I te tangata</p>
Functional Relationships	<p>Internal: Kirikiriroa Family Services Trust Kaimahi and Trust Board</p> <p>External: Non-government organisations, contract/service managers in the Ministries, DHB, PHOs, Contract Auditors, Other stakeholders</p>
Purpose	To manage Kirikiriroa Family Services Trust, kaimahi and finances in line with the strategic direction set by Kirikiriroa Family Services Trust Board, ensuring that service delivery contracts are fulfilled, kaimahi are developed, finances are treated with care and the long-term interests of Kirikiriroa Family Services Trust are nurtured. To provide operational support and guidance to te Āio model of care.

Kirikiriroa Family Services Trust supports several programmes based on Te Ao Māori models of care including

- Family Start involves engaging tamariki and their whānau from perinatal to 5 years of age with intensive home visiting building on their strengths and capability to ensure the tamariki has the best start to life.
- Te Haumirimiri Ngākau Mokopuna involves engaging tamariki and their whānau from 0 - 18 years of age who have come to notice of the Ministry of Children (Oranga Tamariki). KFST alongside community partners and OT will support whānau who are at risk of having their tamariki taken into care. With this support more tamariki and whānau can stay together and thrive.
- Te Waka Tamariki engaging tamariki and their whānau from birth to 18 years of age with a coordinated approach with community and government agencies to create safer lives for at-risk tamariki.
- Poipoia te Mokopuna and Engaging Priority Whānau involves engaging tamariki and their whānau from 0-5 years. Poipoia te Mokopuna is a tamaiti centred service delivered from a te ao Māori perspective that focuses on providing whānau the knowledge, support, and tools to enable their tamaiti to blossom and achieve their potential.
- Kāinga Rua is a residential service delivering 24/7 support for whānau Māori resident of Kirikiriroa and who are kāinga kore (homeless) and rawakore (experiencing extreme poverty). Te Āio walks alongside tamariki and their whānau who are confronted with challenges that significantly impact their health, social, education, economic and housing outcomes.

All KFST programmes work with tamariki and their whānau where social and family circumstances may put at risk good health, education, and welfare outcomes for tamariki.

All KFST programmes are developed upholding the articles of Te Tiriti o Waitangi. A key criterion for all employees of the Kirikiriroa Family Services Trust is a demonstrated understanding of the aspirations of Māori and a commitment to ensuring that KFST is responsive to the needs of Māori.



Ideal Person Specification

Personal Attributes

- Be strongly capable in tikanga Māori me ona te reo Māori
- Be a dynamic person with the energy to help develop capacity and capability within the service
- Be an efficient and well organised worker
- Have a vision to build whole of whānau wrap around services
- The ability to influence
- Strong interpersonal skills in te Ao Māori

Knowledge and Experience

- Knowledge of the values and principles underpinning KFST
- Knowledge and experience in using MS Office Suite, logistical planning.
- Well-developed networks
- Knowledge and understanding of Māori societal and familial structures, including whānau, hapū, Iwi and the dynamics of whanaungatanga
- Knowledge of and understanding of the range of Pacific societal and familial structures
- Experience in dealing with people from the range of cultural backgrounds
- Ability to promote the work of the service

APPOINTEE SPECIFICATION

Qualification

- Preferably hold a Master's degree in a discipline relevant to working with children and their whānau while be registered with a relevant professional body
 - Meet the requirements for registration with the NZ Social Workers Registration Board (SWRB) or
 - have a supervision qualification

Essential

- 5 years people management experience including teams of registered and non-registered professional kaimahi
- Experience in exceeding contractual delivery
- Experience preparing, managing, and growing revenue within a budget
- Experience in working with tangata whenua and in acting te Tiriti o Waitangi
- Excellent written and oral communication skills
- A sound knowledge and understanding of aligned legislation within which we operate
- A current clean driver's licence
- Pass a Police Check
- Be Drug and Smoke Free

Key Tasks	Expected Outcomes
Leadership	
Demonstrate leadership qualities in the values of the organisation	KPI are agreed with CEO, with the values and reported monthly.
Team participation	Participate in team meetings, recommendations, and actions.
Reporting	Report against contractual and PM KPIs.
Maintain competency	Maintain proficiency within your discipline.
Team Engagement	
Teamwork	Operate as a team member to ensure services are delivered in a coordinated, effective, and efficient way. Contribute to a positive team environment.
Training	Participate in training to maintain high level of service delivery and any registration requirements.
Contract management	
Prepare analyses and background information for contract negotiations Prepare funding proposals for service contracts and grants Support CEO in negotiations Guide team leaders in the establishment of new services Monitor service delivery to ensure contractual obligations are fulfilled Resolve issues as they arise	Negotiating briefs are clear Proposals succeed in generating the required funding Negotiating team with CEO is effective New contracts are easily translated to services Systems are in place to monitor service delivery efficiently Issues with service delivery are identified quickly and resolved
Reporting	
Prepare CEO reports for the service <ul style="list-style-type: none"> Contact performance Financial performance Risk management Sentinel events Audit preparation and adherence 	Reports are informative, succinct, accurate and recipients receive all pertinent information Contract reports are consistently delivered on time and meet the needs of the parties Financial reports are within +/- 5% variation Risk register is maintained and reported against with clear mitigation strategies Sentinel event and ad hoc reports are timely, accurate and identify follow up actions Prepare and follow up audit preparation and adherence
Kaimahi management	
Manage direct reports providing guidance, support, and feedback Recruit new kaimahi Address any performance or behavioural concerns that may arise Monitor kaimahi workloads and leave Encourage kaimahi to continue professional development Managing exit from organisation.	Kaimahi get timely and constructive guidance New kaimahi have appropriate skills for their roles and onboarding processes are well managed Kaimahi concerns are dealt with fairly, promptly and kaimahi are always treated with respect Kaimahi are encouraged to maintain healthy work / life balances and to model healthy behaviours to clients Kaimahi have confidence to undertake professional development Kaimahi have exit interview and termination follows good process
Risk management	
Manage and monitor the risk and liability	Risk mitigation plans are in place for each risk, hazard and post

<p>processes within the service including but not limited to:</p> <ul style="list-style-type: none"> • Health and safety • Privacy • Employment relations • Asset protection • Contractual delivery • Human rights and disability • Emergency planning 	<p>incident review. Kaimahi are aware of policies and risk mitigation plans Regular risk reviews are undertaken using a defined methodology CEO is advised on any increase in level of risk Facilitate quality audits Investigate complaints</p>
Relationship management	
<p>Manage routine communication with kaimahi and external stakeholders Support CEO in developing and maintaining key relationships</p>	<p>Stakeholders are informed of activities and developments Information is timely, accurate and delivered in a professional manner Relationships for which PM is responsible are positive and further the organisation's interest</p>
Continuous Quality Improvement	
Effectiveness and Quality	Support KFST to be more efficient and effective.
Community of Practice	Implement a community of practice model of CQI. Ensure client pathway mapping, PDSA, barriers analysis and whakawhanaungatanga is employed.
Treaty of Waitangi	
Service Model	Te Āio is responsive and sensitive to the cultural and social beliefs, values, and practices of iwi, hapū and whānau.
Principles and Articles	<p>Ensure the articles of te Tiriti of Waitangi are implemented through the administration support services</p> <ul style="list-style-type: none"> • Kawanatanga • Tino Rangatiratanga • Oritetanga • Wairuatanga
Health & Safety	
Health & Safety Committee	Coordinate and contribute to the H&S committee
Incident reporting and register	Monitor and report monthly the hazard and incident register. Maintain and monitor the risk management register, hazard register and Emergency Plan in partnership with the Chair of the H&S Committee.
Kaimahi	Understand and work in a safe way, report incidents and implement change

This job will be done well when:

- The services are delivered with tamariki and their whānau as they determine
- The services are delivered to contracted standards
- Community providers seek information, guidance, and further services from Kirikiriroa Family Services Trust
- Kaimahi are happy and productive
- The finances are healthy
- Reporting is timely and effective

Kirikiriroa Family Services Trust is a trusted service provider in the community