

## POSITION DESCRIPTION

CHIEF OPERATING OFFICER			
Reports to:	CEO		
Number of direct reports:	7		
VISION			
<p style="color: #008080; font-weight: bold; margin: 0;">Ko te toiora te whāinga taiooreore, mō ngā whānau, me te hāpori whānui.</p> <p style="color: #008080; font-weight: bold; margin: 0;">Mā te toiora, ka tō te mauri ora ki a tātou.</p> <p style="color: #008080; font-weight: bold; margin: 0;">Whāia te toiora, kia ora ai te katoa.</p> <p style="font-size: small; margin: 10px 0 0 0;">Ultimate Wellbeing is the goal for families and wider communities through ultimate wellbeing, our people will flourish. Pursue ultimate wellbeing for the vitality of all people.</p>			
Pono	Manaakitanga	Rangatiratanga	Whanaungatanga
<ul style="list-style-type: none"> <li>✓ Role model toiora; walk the talk</li> <li>✓ Integrity and accountability; follow through everytime</li> <li>✓ Drive for positive change</li> </ul>	<ul style="list-style-type: none"> <li>✓ Aki, uplift the mana of others</li> <li>✓ Acts of service, we take care of whānau</li> <li>✓ Hand up not hand out</li> <li>✓ Respect unity &amp; uniqueness</li> </ul>	<ul style="list-style-type: none"> <li>✓ Te Reo Māori me ōna Tikanga</li> <li>✓ People before profit</li> <li>✓ Kaupapa Māori is living best practice</li> <li>✓ Mana ki te mana practice</li> </ul>	<ul style="list-style-type: none"> <li>✓ Weaving together for best outcomes</li> <li>✓ Strengths based</li> <li>✓ Continuous, genuine relationships</li> <li>✓ Toiora available for all whānau</li> </ul>
PURPOSE			
<p>Poutiri Trust is a kaupapa Māori charitable trust established in 1997 by Te Whānau Poutirirangiora ā Papa, a collective of kaumatua and kuia seeking to communicate and connect the Tiriti relationship and guarantees in health to the equitable treatment of Māori, with an overarching goal of improving the health status of Māori throughout the Bay of Plenty region.</p> <p>The Chief Operating Officer will be responsible for:</p> <ul style="list-style-type: none"> <li>Collaborating with the CEO to set and implement the organisation's vision, operations strategy, and long-term goals of ultimate wellbeing for our whānau and communities.</li> <li>Translating strategy into actionable steps for growth, including organisation-wide goal setting, performance management, and annual operations planning.</li> <li>Overseeing daily operations and employee productivity, fostering an uplifting learning culture that inspires toiora, places whānau first, embraces mana ki te mana practices, and promotes high-trust and high-performance.</li> <li>Driving operational efficiency through proactive process improvements and implementation of Kaupapa Māori quality best practices, embracing excellence in what we do.</li> <li>Ensuring effective recruiting, onboarding, professional development, performance management, and employee retention.</li> <li>Bringing a coaching approach to team development and maximising opportunities of staff to thrive and flourish.</li> <li>Ensuring compliance with national, local, and business regulations, taking appropriate action when necessary.</li> <li>Developing and monitoring operational budgets to optimise resource use and maintain financial profitability.</li> </ul>			

## RESPONSIBILITIES

### **Kaupapa Māori Focus**

- Focus on promoting a Kaupapa Māori approach throughout our operations and decision-making. Support our commitment to Te Reo Māori me ōna tikanga, living our values as a practice.

### **Operational Management**

- Developing strategies, overseeing daily operations, optimising processes, and managing resources to drive efficiency and performance.

### **Strategic Planning & Execution**

- Collaborate with the CEO to develop and execute operational plans that align strategic objectives of the organisation's mission, vision, and long-term goals of Poutiri.

### **Performance Management**

- Set benchmarks, monitoring performance, and fostering continuous improvement through performance metrics, tracking systems, and corrective measures.
- Analysing internal operations, identifying process enhancements, and implementing best practices to optimise efficiency. Ensure standards are maintained across all areas through continuous improvement initiatives.

### **Team Leadership & Development**

- Build and lead high-trust relationships by providing a coaching approach to development, promoting autonomy, mana ki te mana practices, knowledge sharing, and engagement. Develop tikanga-a-Poutiri and nurture an uplifting learning culture that inspires toiora and places whānau first.
- Promote innovative ways to doing things and unlock the potential of toiora to create happier and healthier futures.

### **Financial & Resource Management**

- Overseeing budget allocation and financial planning to ensure operational efficiency and profitability, managing resources to maintain a cost-effective operational budget. Monitor and controlling expenses to ensure the organization has the necessary resources while staying within budget.

### **Risk & Compliance Management**

- Identify, assess, and mitigate operational and financial risks while ensuring adherence to laws, regulations, and industry standards. It involves developing effective risk management strategies, implementing contingency plans, and overseeing regulatory compliance and reporting.

### **Technology & Innovation**

- Drive innovation by staying current with emerging technologies and industry trends. Evaluate and implement technology and automation solutions to serve the needs of Poutiri and the needs of whānau and our communities.

<p><b>Mahi Whaunaungatanga</b> Reliability and Trust</p>	<p><b>Mahi whanaungatanga - Maintain trust by:</b></p> <ul style="list-style-type: none"> <li>• Apply the principles of Te Tiriti o Waitangi by: <ul style="list-style-type: none"> <li>○ Demonstrating the practical application of Te Tiriti o Waitangi in everyday work.</li> <li>○ Using Te Reo Māori appropriately and adhering to tikanga.</li> <li>○ Demonstrating a commitment to improving equity of health outcomes for Māori</li> <li>○ Actively seek out opportunities to empower whānau to draw on existing capabilities and strengths to resolve health and wellbeing issues, with coordinated support from a range of providers.</li> </ul> </li> <li>• Recognise the importance of communication and engagement across internal systems and processes to ensure what and how we do things honours mana ki te mana practice.</li> <li>• Clear understanding of the impact of colonisation, privilege and power on health outcomes and engagement.</li> <li>• Welcome and manaaki whānau as part of normal process.</li> <li>• Understanding and implementing the Health and Disability Consumers Code of Rights, the Health Information Privacy Code.</li> </ul>
<p><b>Mahi Tahī</b> Collaboration</p>	<p><b>Mahi tahī - working collaboratively by:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates knowledge of Toiora philosophy and model to accelerate equity of Māori health outcomes.</li> <li>• Providing services courteously and respectfully, with regard to the cultural beliefs and needs of patients and their whānau.</li> <li>• Responding openly to complaints or feedback.</li> <li>• Working reliably and collegially with other team members to ensure whānau receives optimal and efficient care.</li> <li>• Committing to support future workforce development opportunities.</li> <li>• Develop collaborative working relationships within the team and providers.</li> </ul>
<p><b>Mahi Manukura</b> Compliance with best practice</p>	<ul style="list-style-type: none"> <li>• Practice in accordance with relevant ethical codes.</li> <li>• Recognition and reconciliation of conflicts among relevant codes and laws (seeks advice where appropriate).</li> <li>• Application of explicit ethical decision-making processes to ethically complex situations.</li> <li>• Knowledge of best practice guidelines in area of practice.</li> <li>• Have a working understanding of: Te Tiriti o Waitangi; The Privacy Code 2020; The Code of Health and Disability Services Consumer’s Rights 1996; Pae Ora Healthy Futures 2022.</li> </ul>
<p><b>Mahi Manukura</b> Technical skills</p>	<ul style="list-style-type: none"> <li>• Proficiency in the use of personal computers and related software applications required for the role.</li> <li>• Gather and compile data, information and prepare reports.</li> <li>• Ability to monitor, review and/or maintain quality improvement processes and standards.</li> <li>• Skill in organising resources and establishing priorities.</li> </ul>

<b>Mahi Manukura</b> Compliance	<ul style="list-style-type: none"> <li>• Observe safe work practices and operating procedures and comply with relevant legislation and policies and procedures.</li> <li>• Being aware of and taking action if occupational hazards are identified.</li> <li>• Follow company policy to report untoward events/incidents/errors.</li> <li>• Understand and implement safe work practices and operating procedures.</li> <li>• Take appropriate action to ensure a safe healthy working environment for self and others.</li> <li>• Demonstrating a working knowledge of Poutiri protocols and policies with regard to clinical practice.</li> <li>• Completing event/incident forms as per Poutiri policy.</li> <li>• Completing tasks in a timely fashion or delegating if absent.</li> </ul>
<b>Mahi Manukura</b> Professionalism	<ul style="list-style-type: none"> <li>• Engage in ongoing professional development.</li> <li>• Contribute to an environment that nourishes the wairua of people.</li> <li>• Staff are familiar with and practice appropriate cultural tikanga for different forms of care.</li> <li>• Familiarise and apply Te Pae Mahutonga in practice.</li> <li>• Proactively contributes to the realisation of Poutiri Trust’s vision and the attainment of strategic goals, including: <ul style="list-style-type: none"> <li>- Commitment to health, wellness and fitness.</li> <li>- A repertoire of waiata for pōwhiri and other occasions is known by staff.</li> <li>- Te Reo is freely used throughout the organization.</li> <li>- Cultural occasions are practiced appropriately.</li> </ul> </li> <li>• The role will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the Wellness Center.</li> </ul>

## QUALIFICATIONS AND SKILLS

- Bachelor's in Business, Commerce, Operations Management or equivalent field.
- Master's in Business Administration (MBA).
- Proven experience and track record as a Chief Operating Officer.
- At least 5+ Years in Executive Roles.
- Strong strategic thinking, problem-solving, and decision-making skills.
- Data analytic skills.
- Strong leadership that builds high-performing, high-trust teams.
- Strong knowledge of operational best practices, process optimisation, and business management and execution.
- Industry knowledge and compliance awareness.
- Excellent communication and interpersonal skills.
- Ability to drive change and improvement, adapt to change.
- Proven experience delivering results in a Kaupapa Māori environment.
- Competence with Te Reo Māori me ōna tikanga
- Passionate about delivering high quality experiences for whānau and kaimahi
- Flexible, adaptable and resilient.
- Ability to build and maintain credible relationships internally and externally.
- Ability to be flexible and adapt behaviour to reflect diverse situations and people, and deal positively with difficult situations and people.
- Produce written communication that is clear, concise and logical, and of a high standard that is easily understood by the reader and for Māori audiences and whānau.
- Exhibit well-developed communication skills that enable clear, relevant and appropriate presentation of ideas, opinions, views and recommendations.
- Know when to seek guidance from others on matters of operational policy and procedure.
- Recognise and appropriately escalates issues for wider consideration.
- Report writing skills, in particular risk assessment.
- Self-Management/ Planning Skills.
- Effectively manage time and workload, taking responsibility for learning and development, while maintaining a balance between work and personal life.