

## POSITION DESCRIPTION

<b>Position</b>	Kaihautū Family Start & Tamariki Ora Services (Service Manager)	
<b>Reporting to:</b>	Mātaiwhetū (Chief Executive Officer)	
<b>Staff responsibility:</b>	Family Start & Tamariki Ora Services Kaitūruki, administration and other staff Collegial support to managerial staff throughout the organisation	
<b>Hours:</b>	40 hours per week	
<b>Job purpose</b>	To deliver whānau centred Family Start & Tamariki Ora Services to Iwi Māori and Non Māori within the Whanganui Region.	
<b>Accepted by:</b>	<b>Employee Signature:</b>	<b>Date:</b>
<b>NAME</b>		

### Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has seven service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The seven services are;

Waipuna	Primary Health & Medical
Taihāhā	Disability Support Service
Waiora Hinengaro	Vocations, Mental Health and Addiction Services
Toiora Whānau	Whānau & Community
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tāne	Clinical Services Corrections
Taituarā	Business Unit

### Vision

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

### Mission statement

To empower whānau into their future

### Values

Tika	Excellence in how we do things
Whānau	At the centre of everything we do
Pono	Act with honesty and integrity
Mahitahi	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

Te Oranganui  
Kaitiaki Family Start & Tamariki Services Position Description

**KRA 1: Service Performance**

To implement whānau centred care and population health ensuring that contract obligations met on a day to day basis

**Tasks**

- 1.1 Maintain a comprehensive understanding of the contractual obligations aligned to the responsibility of Family Start & Tamariki Ora Services
- 1.2 Ensure that tasks are distributed throughout the workforce to meet the overall obligations of the service
- 1.3 Implement a planning process within the service that enhances the care of tamariki and their whānau and contributes to the outputs and outcomes of contracts.
- 1.4 Report on performance and completion of contracts as required by the funders and the CEO
- 1.5 Monitor the implementation of plans and take corrective action as soon as discrepancies are noted
- 1.6 Encourage and build an understanding of the Whānau Ora approach within the workforce
- 1.7 Build a shared understanding and healthy working relationship with the services of Te Oranganui to improve short term and long term outcomes for whānau
- 1.8 Work cooperatively with staff to ensure they have work plans that contribute to the performance targets and outcomes of the service
- 1.9 Actively participate and contribute to contract procurement as required

**Key Performance Indicators**

- Seek to continuously improve quality and efficiency of services provided
- Ensure that the overall responsibilities of the service are met and upheld at all times
- Maintain a Whānau Ora approach by providing oversight and direction
- Ensure the department is compliant and maintains Health and safety regulations

**KRA 2: Finance & Resource Management**

To manage the resources of Family Start & Tamariki Ora Services to ensure the services are sustainable economically

**Tasks**

- 2.1 Set annual budgets for the service that adequately provide for the day to day operation of Family Start & Tamariki Ora Services in cooperation with Finance
- 2.2 Monitor and review the financial sustainability of the Family Start & Tamariki Ora Services comparing actuals to budgets modifying budgets where corrective action is required
- 2.3 Manage the distribution and use of all resources including telephones and motor vehicles effectively ensuring that usage is maintained within company policy
- 2.4 When required work collaboratively with the CEO to negotiate contracts or realign budgets to ensure the service to Whānau is continuous and uncompromised

**Key Performance Indicators**

- Manage the overall operational, budgetary, and financial responsibilities and activities of the department
- Monitor, review and maintain financial sustainability
- Plan, allocate and effectively manage all service resources

**KRA 3: Human Resources**

To ensure the human resources of Family Start & Tamariki Ora Services are supported and developed to provide the best possible service to Whānau

**Tasks**

- 3.1 Manage the staff within Family Start & Tamariki Ora Services with clarity of purpose and support to ensure they have clearly assigned roles and responsibilities;
- 3.2 Facilitate training to ensure that any new developments or services are adequately understood and staff are supported in the implementation of new activities and effective participation in a whānau ora approach;
- 3.3 Ensure all staff have performance management plans in place that performance is appraised annually;
- 3.4 Facilitate training and education opportunities that ensure all staff are qualified and skilled for the positions they hold;
- 3.5 Provide strong leadership, direction and support to all supervisors and team leader ensuring they have clarity of role and purpose;
- 3.6 Contribute to regional and national forums developing leadership in the sector;
- 3.7 Create an environment oriented to trust, open communication, creative thinking and a cohesive team effort;
- 3.8 Ensure the supervisors have regular supervision and access to your support regularly to enhance the overall team management approach.

**Key Performance Indicators**

- Lead staff to meet the organization's expectations for training, productivity, quality, continuous improvement, and goal accomplishment.
- Establish and maintain relevant controls and feedback systems to monitor the operation of the department
- Provide oversight and direction to the staff in accordance with Te Oranganui's policies and procedures
- Ensure all work produced is done in a professional manner that is effective and efficient to the needs of the department

**KRA 4: Quality Assurance**

To implement quality assurance practices that keep kaimahi and whānau safe

**Tasks**

- 4.1 Provide and/or facilitate regular clinical and cultural supervision for all employees of whānau and community
- 4.2 Ensure the policies, practices and procedures within Family Start & Tamariki Ora Services have clear guidelines for dealing with conflict, violence and abuse
- 4.3 Undertake regular self-audits of the service practice to identify any gaps, improvements or achievements
- 4.4 Work constructively through audit processes with auditors to ensure that the organisation learns from the process for improvement, rectifies any gaps and errors and celebrates the successes

**Key Performance Indicators**

- All staff are made clear of- and are compliant with- the policies, practices and procedures of Te Oranganui.
- Continuously improve service quality to meet or exceed expectations.

**Te Oranganui**  
**Kaitiaki Family Start & Tamariki Services Position Description**

- Measure results of quality and align them with the expectations of the organisation to ensure effective management.

**KRA 5: Knowledge & Relationships**

To stay abreast of developments and build strong community links that enhance the service provided to whānau

**Tasks**

- 5.1 Participate in sector forums or groups that add value to the purpose of Te Oranganui and the aims of Family Start & Tamariki Ora Services and in particular Whānau Ora and the Vulnerable Children's work
- 5.2 Be an active member of assessment panels providing a kaupapa Māori lens to the work ensuring that Māori Whānau receive adequate services and support
- 5.3 Continuously build your knowledge base on the developments of the Whānau Ora and Public Health sector to embrace innovation and opportunities
- 5.4 Work constructively with colleagues within Te Oranganui and across the sector to improve outcomes for Whānau participating in the service of Tamariki Support Services.

**Key Performance Indicators**

- Remain informed of key kaupapa that are specific to service development
- Seek continuous improvement for better outcomes for Participants of the service
- Ensure at all times the service is open for opportunities and innovation enhancement

**General Provisions**

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc;
- Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times;
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times;
- Proactively promote Te Oranganui in a positive light in all activities
- Actively participate in ongoing professional development

*The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.*

## **Person Specification - Selection Criteria**

### **Qualifications**

- Tertiary level qualification (Level 7 or higher) in Health or Social Work

### **Key Skills & Experience**

- A minimum of 5 years in a similar leadership role
- Experience of managing a team, including the development and training of staff
- Experience of reporting and monitoring to tight deadlines
- Ability to effectively manage staff to achieve outcomes
- Planning and implementation skills
- Excellent interpersonal skills and the ability to communicate with a wide range of stakeholders
- Sound judgement and analysis capable of modifying practice to achieve results and targets
- Excellent organisational skills with the ability to coordinate activities
- Excellent literacy, numeracy and IT skills
- Commitment to Whānau, Hapū and Iwi
- Ability to converse and understand Te Reo Māori me ona tikanga
- Strong integrity and professionalism
- Excellent time management
- Ability to work autonomously and is driven to achieve results
- Able to simultaneously manage a diverse range of projects
- A friendly “Can Do” attitude

### **Physical Attributes – Administration/Management positions**

- Occasional lifting up to 10 kg.
- Must be able to work in an office environment.
- Manual dexterity needed for keyboarding and other repetitive tasks.
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position.

### **Other requirements of this position**

- Current clean, full NZ driver license
- Must be able to pass Te Oranganui’s background check process
- New Zealand citizenship, permanent resident status, or a NZ work permit.