

POSITION DESCRIPTION

Position	Kaihautū Waiora Hinengaro (Mental Health & Addictions Service Manager)	
Reporting to:	Mātaiwhetū (Chief Executive Officer)	
Service:	Waiora Hinengaro (Mental Health & Addictions)	
Job Purpose:	<p>The Mental Health & Addictions Service Manager plays a key role leading Waiora Hinengaro in providing a kaupapa Māori designed and delivered whānau centred service. Waiora Hinengaro includes:</p> <ul style="list-style-type: none"> • Day Activities programmes for mental health • One to one alcohol and drug counselling • Networking and advocating for tangata whaiora • Whānau case management • Alcohol and other Drugs programme • Te Whare Mahana residential service <p>The Mental Health & Addictions Service Manager is an integral and important member of the Senior Management team.</p>	
Staff Responsibility:	<p>Approximately 35 staff including:</p> <ul style="list-style-type: none"> • Team Leaders • Registered Nurses • Mental Health and/or Addictions community workers • Specialist AOD practitioners • Residential staff • Administrators 	
Financial Authority:	In line with the organisation's financial delegations policy & framework	
Accepted by:	Employee Signature:	Date:
<<Employee>>		

Background

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

Waipuna	Primary Health & Medical
Taihāhā	Disability Support Service
Waiora Hinengaro	Mental Health and Addiction Services
Toiora Whānau	Whānau & Community
Puawai Whānau	Tamariki Wellbeing
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

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

KRA 1:	Service Performance To ensure that the service achieves the day to day obligations
1.1	Maintain a comprehensive understanding of the contractual obligations of Waiora Hinengaro services and ensure that tasks are distributed to meet the overall obligations of the service;
1.2	Implement a planning process within the service that contributes to the outputs and outcomes of contracts. Report on performance and completion of contracts as required by the Mātaiwhetū (CEO);
1.3	Monitor the implementation of plans and take corrective action as soon as discrepancies are noted;
1.4	Encourage and build an understanding of the Whānau Ora approach within Waiora Hinengaro working cooperatively with the services of Te Oranganui to improve short and long term outcomes for whānau;
1.5	Work cooperatively with staff to ensure they have work plans that contribute to the performance targets and outcomes of the service.
KRA 2:	Finance & Resource Management To manage the resources of the service to ensure the services are sustainable economically
2.1	Set annual budgets for the service that adequately provide for the day to day operation of the service in cooperation with Finance;
2.2	Monitor and review the financial sustainability of the service 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	Be the key contact for various funders and other service providers representing the organisation and the sector;
2.5	When required work collaboratively with the Mātaiwhetū (CEO) to negotiate contracts or realign budgets to ensure the service to whānau is continuous and uncompromised.
KRA 3:	People & Performance Ensure that service kaimahi are supported and developed to provide the best possible service to the whānau
3.1	Manage the staff within the service 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;
3.3	Ensure all staff have performance management plans in place and 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	Develop a positive culture within the team that consistently reflects Te Oranganui's values and kaupapa.
KRA 4:	Quality Assurance To implement quality management system that keeps kaimahi and whānau safe
4.1	Provide and/or facilitate regular clinical supervision for all employees of the service;
4.2	Ensure service operating procedures and manuals are best practice for delivery;
4.3	Ensure the policies, practices and procedures within the service have clear guidelines for dealing with conflict, violence and abuse;
4.4	Undertake regular self-audits of the service practice to identify any gaps, improvements or achievements;

- 4.5 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.

KRA 5: Whānau Ora
Include Whānau Ora as a core practice in the team

- 5.1 Continuously build your knowledge base on the developments of Whānau Ora to ensure whānau are receiving the best possible service
- 5.2 Support the team to understand the Whānau Ora outcomes framework and include Whānau Ora plans as a contribution to whānau aspirations and potential within their practice
- 5.3 Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring
- 5.4 Engage and contribute with other kaimahi to ensure an integrated approach in working with Whānau Ora within Te Oranganui

KRA 6: Knowledge & Relationships
Stay abreast of developments and build strong community links that enhance the services provided to whānau

- 6.1 Participate in sector forums or groups that add value to the purpose of Te Oranganui and the aims of the service including the Maori Health Outcomes Advisory group (MHOAG) as required.
- 6.2 Be an active member of external forums providing a kaupapa Māori lens to the work ensuring that Māori Whānau receives adequate services and support
- 6.3 Continuously build your knowledge base on the developments of the Whānau Ora and mental health sector to embrace innovation and opportunities
- 6.4 Participate in Senior Management Team forum providing insight and understanding of the wider mental health and addictions sector and how this applies across the organisation
- 6.5 Work collaboratively across the sector to improve outcomes for Whānau participating in the Mental Health & Addictions service e.g. Mahitahi, MHOAG.

KRA 7: Te Oranganui Kaimahi General Provisions

- 7.1 Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc
- 7.2 Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times
- 7.3 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
- 7.4 Proactively promote Te Oranganui in a positive light in all activities
- 7.5 Always behave in a professional manner, providing a good role model for others
- 7.6 Actively participate in professional supervision and ongoing professional development
- 7.7 Embody Tikanga Māori in all aspects of your work

Person Specification

Qualifications

- Bachelor of Nursing, Social Work or other health or social service related level 7 qualification
- Registration with professional body e.g. Nursing Council or Social Workers Registration Board
- Diploma of management or other relevant business qualification

Experience

- A minimum of 5 years in a similar leadership role
- Extensive experience working in mental health and addictions services
- Understanding of the dynamics and complexities involved in managing people, including the development and training of staff
- Experience of reporting and monitoring to tight deadlines

Skills

- Effective financial management skills (budgeting and analysing reports)
- Excellent organisational skills with the ability to coordinate activities
- Ability to prepare information and documentation for relatively complex situations with a planned approach
- Excellent literacy, numeracy and IT skills

Personal Attributes

- Commitment to Whānau, Hapū and Iwi
- Ability to converse and understand te reo Māori me ōna tikanga is advantageous
- 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

Other requirements of this position

- Current clean, full NZ driver’s license
- Must be able to pass Te Oranganui’s background check and worker safety process

The above statements are intended to describe the general nature and level of work being performed by the job holder. This job description is not intended to be an exhaustive list of all responsibilities, duties, or skills required of the job holder. It is a living document and may change as the organisational needs or client support needs change. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.