

POSITION DESCRIPTION

Position:	Kaihautū Puawai Whānau (Tamariki Services Manager)	
Reporting to:	Mātaiwhetū (Chief Executive Officer)	
Staff Responsibility:	Family Start, Tamariki Ora and He Puna Ora kaitūruki, administration and other staff Collegial support to managerial staff throughout the organisation Other contract lines may be added to responsibilities	
Job Purpose:	To deliver whānau centred Tamariki health and wellbeing services to Iwi Māori and Non-Māori within the Whanganui Region.	
Accepted by:	Kaimahi Signature:	Date:
<<NAME>>		

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	Vocations, 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

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

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 and He Puna Ora contracts
- 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 Puawai Whānau to ensure the services are sustainable economically

Tasks

- 2.1 Set annual budgets for the service that adequately provide for the day to day operations of key contracts in cooperation with Business Manager
- 2.2 Monitor and review the financial sustainability of Te Puawai Whanau 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 organisation 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 Puawai Whānau are supported and developed to provide the best possible service to Whānau

Tasks

- 3.1 Manage the staff within Te Puawai Whānau 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 team leaders and kaimahi 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 kaimahi 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 Puawai Whānau
- 4.2 Ensure the policies, practices and procedures within Te Puawai Whānau 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 Undertake regular file reviews to ensure accuracy, completeness and effectiveness of documentation
- 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

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.

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

KRA 5: Whānau Ora

Uphold the principles of Whānau Ora across the Puawai Whānau team

Tasks

- 5.1. Provide leadership and evidence-based Whānau Ora in practice
- 5.2. Ensure the inclusion of Whānau Ora as core practice within the team
- 5.3. Ensure Kaitūruki understand the Whānau Ora outcomes framework and include Whānau Ora plans as a contribution to whānau aspirations and potential within their practice
- 5.4. Ensure that kaimahi work alongside of whānau as creators and drivers of their own Whānau Ora plan
- 5.5. Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring
- 5.6. Engage and contribute with other Kaitātaki / Kaihautū / Kaitūruki to ensure an integrated approach in working with Whānau Ora within Te Oranganui

Key Performance Indicators

- 100% of whānau have current Whānau Ora plan
- 80% of kaimahi have completed Whānau Ora training

KRA 7: Te Oranganui Kaimahi General Provisions

Uphold the values of Te Oranganui

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc
- 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
- Always behave in a professional manner, providing a good role model for others
- Actively participate in professional supervision and ongoing professional development
- Embody Tikanga Māori in all aspects of your work

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 Bachelor or higher) in social work, education or health
- Formal qualification or can evidence training in professional supervision
- Current practicing certificate with relevant professional body
- Registration (as appropriate) with relevant professional body

Experience

- A minimum of five (5) years in a similar team leadership or management role
- Substantial and proven experience in the leadership of a large and diverse team, development, training and performance management of staff.
- Experience of reporting (including written reports) and monitoring to tight deadlines

Personal Attributes and Skills

- Transformational leadership
- Ability to effectively lead, coach and grow staff to achieve outcomes
- Ability to work positively under pressure and continuously re-prioritise workload while maintaining a high level of accuracy
- 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 written, literacy, numeracy and IT skills
- Ability to persevere with a task and to display the required energy to achieve the objectives despite obstacles
- 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
- Ability to build and maintain credible relationships internally and externally

Physical Attributes – Administration/Management

- 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

- Non-smoker/Non-vaper – or a full commitment to remain smoke/vape-free during the hours of work
- Current clean, full NZ driver licence
- Must be able to pass Te Oranganui's background, vetting and child protection checks
- New Zealand citizenship, permanent resident status, or a NZ work permit
- Zero tolerance toward family violence