

# Hauraki Maori Trust Board Position Description



Job Title:	<b>Whanau Development Manager</b>
Location:	Paeroa
Group:	Whanau Development
Your Name:	
Signature:	
Date Completed:	May 2018
Chief Executive's Signature:	

## Job Purpose

Manage, lead and support the Whanau Development group (social services to children, youth and families and whanau ora) for the delivery of a high standard of service to clients and service users alike, and ensure organisational objectives are met. The incumbent is responsible for the effective and efficient operations of the group, specifically accountable for outcomes which contribute to the overall success of the Hauraki Maori Trust Board related to:

- Management
- Strategic Service Delivery
- Clinical Leadership
- Strategic Communications
- Business Development
- Planning and budgeting

Participation on the senior management team is required and acting as an advisor to the Chief Executive, Trustees and staff on a range of professional, policy and strategic issues within service delivery and direction.

## Principal Accountabilities

### *Management:*

Manage and develop staff performing a variety of roles at various levels, to ensure compliance with all requirements of the organisation and funder services specifications.

### *Strategic Service Delivery:*

- Manage the group's overall operations in the key strategic areas
- Overseeing delivery of services ensuring best service models within the various programmes and grow the business
- Ensuring the group operates in accordance with service specifications and guidelines

- Networking with related agencies and external groups within the greater community for continuous improvement purposes and to identify service delivery options for business development.

*Clinical Leadership:*

To lead, develop and manage the group of qualified Social Workers to deliver professional, responsive and client focused, high quality service. This involves oversight and support to all staff in conjunction with the Supervisor, in their professional development to operate within professional boundaries and adhere to policies and procedures, including advice on clinical practice and risks associated with high needs and complex child, youth and family cases.

*Strategic Communications:*

Ensure the Trust Board is advised on service delivery as required, by ensuring appropriate frameworks are in place with a 'no surprises' basis. Ensure good governance of group in respect of legal, regulatory and contract compliance requirements. Advise the Chief Executive on the development of new business opportunities, new models of care, clinical strategies, policies and training programmes.

*Business Development:*

Develop relationships and opportunities at regional and national levels with relevant stakeholders in the industry and develop new business opportunities and growth to the services provided by the Trust Board.

*Planning and Budgeting:*

Carry out business planning to ensure the group achieves growth and organisational goals.

## Work Complexity

- Service delivery of key funding contracts for the Trust Board
- Manage complex operational issues
- A sound understanding of the legislative framework, social sector standards and best practice methodology that apply to management of Ministry of Social Development and Oranga Tamariki programmes.
- Understand and keep abreast of changes and requirements specifically related to service delivery and key government policy changes and new policy changes
- Strategic Planning and direction.

## Skills & Abilities

- Ability to maintain focus and balance multiple and conflicting priorities whilst under pressure
- Ability to think creatively and strategically and utilise problem-solving skills
- A strong customer service focus, with the ability to understand customer needs and deliver effective solutions
- Excellent inter-personal skills that enable the building of effective relationships with a wide variety of people, both internal and external to the organisation
- Excellent communication skills with all levels within and external to the organisation
- Excellent verbal skills (written) and numerical skills
- Excellent leadership capability
- Collaborative, constructive and service orientated management style
- Business management and administrative ability
- Skills in business networking or similar, with an established existing network

- Sound knowledge of the social services sector, particularly relating to the delivery in urban and rural environment
- Sound knowledge of allied sectors such as health or education justice sectors
- Negotiation skills, with the ability to interface with clients management, industry representatives and other organisation representatives at an operational level
- Innovative, with a focus on continuous improvement and an ability to embrace change
- Can demonstrate the ability to implement management and process improvement initiatives through effective programmes
- Strong information and technology literacy, including Microsoft packages, spreadsheets, databases and internet research capability

### Qualifications & Registrations

- Professional Qualification at tertiary level relevant to the position is required
- Business Sector qualification at tertiary level

### Experience & Knowledge

- Extensive leadership capabilities and experience managing and motivating staff preferably from the social services sector.
- 5 years' practical clinical experience working in social services, iwi or an NGO environment in New Zealand and preferably completed professional supervision and practice training.
- 10 years' demonstrated practical experience in business and financial management, contract and budgeting.
- Previous experience working with Oranga Tamariki, Ministry of Social Development or allied sectors such as health, education or justice in New Zealand

### Authorities and Dimensions

- Annual Operating Budget – NZ \$2-4 million
- Signing correspondence and computer based authorisations – in relation to the duties of the position, or in accordance with the financial authority of the position, or as directed by the Trust Board policies
- Recruitment – Approval to recruit staff in Whanau Development Services as required from the Chief Executive
- Media Communication – As directed or delegated by the Chief Executive
- Acting Chief Executive – As directed in the absence of the Chief Executive
- Health & Safety – Familiar with and adherence to the Boards policies and legislative requirements
- Quality Management – Familiar with and adherence to the Boards policies and ISO9001:2015 accreditation requirements