

# Position Description

## Clinical Manager | Kaiwhakahaere Haumanu

<b>Reports to</b>	Operations Manager – Adult Services and Family Centre
<b>Service/Team</b>	Family Centre
<b>Responsible for</b>	Registered Nurse, Advanced Practitioner, Practitioners, Support Workers

### About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

### Tō Tātou Matakitea | Our Vision

Poutia, Heretia  
Tuia te muka tangata ki te pou tokomanawa  
Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

**People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.**

### Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

**We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.**

## Position Purpose

- Provide effective leadership and management of the team and service, ensuring the delivery of appropriate programmes that are culturally safe, are based on best clinical practice and high-quality standards.
- Function as an effective member of the Family Centre and Adult team, with a commitment to maintaining and developing clinical skills, knowledge and expertise.
- Ensure effective quality, health and safety, and risk management systems are in place and adhered to.
- Effectively manage service-based budgets and resources.
- Maintaining knowledge and understanding of the relevance and importance of Te Tiriti o Waitangi to the organisation and apply to this service.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Leadership in Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Providing inclusive leadership to ensure that programmes and services are safe, professional and are in line with Te Tiriti o Waitangi obligations, the organisation's values and philosophy, best practice, and the requirements of the service. This includes ensuring: <ul style="list-style-type: none"> <li>○ Programmes and services are delivered in a timely and appropriate way for tāngata whai ora and their whānau.</li> <li>○ Clinical practices are appropriate, minimise potential risks, are culturally appropriate, and are in line with organisational standards, policies and procedures.</li> <li>○ Relevant tāngata whai ora data is recorded and held in line with organisational policies and procedures.</li> <li>○ The effectiveness and impact of programmes and services are regularly monitored and evaluated, in collaboration with the Quality Manager, and plans are developed and actioned to achieve continuous improvement.</li> <li>○ Complaints are dealt with effectively in line with the organisations' policies and procedures.</li> <li>○ Tāngata whai ora clinical case notes and reviews are accurately recorded and input into the Odyssey client database (HCC) in a timely manner.</li> </ul> </li> <li>○ Effectively manage programme resources, which include keeping costs within budget and approving</li> <li>○ Providing line manager with clinical/other reports as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Required service standards are met in line with each service delivery contract.</li> <li>• Tāngata whai ora and their whānau express satisfaction with the services provided.</li> <li>• Appropriate/best practice Therapeutic Community and other agreed models of service delivery are consistently applied across all programmes.</li> <li>• Programme outcomes are regularly measured through ongoing monitoring and feedback from recipient surveys and external audits.</li> <li>• Accurate, up to date and relevant information is held securely for Tāngata whai ora.</li> <li>• Complaints are dealt with appropriately.</li> <li>• Operates within budgets parameters and delegated authorities.</li> <li>• HCC information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements; HCC case reviews are kept up to date.</li> <li>• Required reports are produced in a timely manner.</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>Effectively lead, manage, develop and support team members so that they consistently deliver high quality, professional programmes. This includes: <ul style="list-style-type: none"> <li>Leading the recruitment and orientation of new employees to the service and ensuring they attend all core training.</li> <li>Providing ongoing advice, support and guidance through ad hoc and regular one-on-one catch ups, team meetings and annual performance reviews.</li> <li>Providing or facilitating access to regular cultural and clinical supervision and ensure employees attend all core training.</li> <li>Supporting appropriate training, professional development or study to ensure employees have the skills to deliver the core functions of the programme.</li> <li>Adhering to organisational HR policies and procedures.</li> </ul> </li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi.</li> <li>Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required.</li> <li>Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from and performance of new employees indicates an effective induction process.</li> <li>Effective team performance is achieved through appropriate and timely support, coaching, training etc of team members.</li> <li>Feedback from employees indicates they are supported in a positive and productive way.</li> <li>Annual staff turnover of team is below 30%.</li> </ul> <ul style="list-style-type: none"> <li>Risks (including Health and Safety, compliance and maintenance) are identified and reported.</li> <li>Plans are put in place to resolve and/or mitigate potential problems as required</li> <li>Issues are escalated to relevant manager as required.</li> <li>Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant.</li> <li>Follows correct protocols when using safety equipment.</li> <li>Workplace hazards are identified, and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority.</li> </ul>
<p><b>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>Be proactive in own professional development.</li> <li>Attend relevant organisational trainings as required.</li> </ul>	<ul style="list-style-type: none"> <li>Actions show knowledge and ability to apply the principles of Te Tiriti in the delivery of role.</li> </ul> <ul style="list-style-type: none"> <li>Has an individual development plan which is implemented.</li> <li>Attends organisational training required for role.</li> </ul>

Area of Responsibility	Performance Measures
<b>General</b> <ul style="list-style-type: none"> <li>• Work cooperatively with colleagues and contribute actively to team meetings.</li> <li>• Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular attendance at team meetings and makes useful contributions.</li> <li>• Work is undertaken and completed.</li> <li>• Commitment and flexibility are demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Operations Manager</li> <li>• Family centre and Adult/Young Adults Services employees</li> <li>• GM Operations</li> <li>• Other Clinical Managers</li> <li>• Service Improvement Lead/Team</li> <li>• Consumer Advisor</li> <li>• Organisational Development and Support team</li> <li>• Other Odyssey kaimahi</li> </ul>	<ul style="list-style-type: none"> <li>• Tāngata whai ora and their whānau</li> <li>• External agencies and providers, including other NGOs</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- A relevant (level 7) qualification e.g Bachelor, in Social Work, Health Science, Psychology, AOD, Nursing or related degree.
- Registration with an appropriate professional body e.g. SWRB, Dapaanz, or any other relevant professional body under the HPCA Act.
- At least 3 years relevant experience, including experience of delivering or managing clinical programmes in an alcohol and other drugs (AOD) or mental health care environment.
- Experience of working in the social services, addictions and/or mental health sectors.
- Experience of leading and supporting others to achieve high performance.
- Experience of health and safety and risk management, including identification, mitigation and resolution; knowledge of the Health and Safety at Work Act.
- Conversant with mental health recovery and AOD concepts, models and frameworks, including the Therapeutic Community Model.
- Knowledge of relevant agencies and services.
- Proven expertise in using Microsoft suite applications.
- Knowledge of NZ public sector funding processes is desirable.
- Demonstrated knowledge of Te Tiriti o Waitangi and its application to this role.
- Knowledge of te reo/tikanga Māori.
- Knowledge of the customs and culture of Pacific peoples.
- Understanding of and interest in Odyssey's work.
- Full current NZ drivers license.

### Skills and Abilities

- Strong interpersonal and communication skills.
- Demonstrated leadership skills, which includes the ability to motivate, engage, provide clear direction and adapt leadership style to fit individual needs.
- Ability to establish and maintain effective relationships with a range of stakeholders.
- Ability to diffuse conflict.
- Demonstrated cultural sensitivity and rainbow diversity awareness.
- Willingness to consider other viewpoints and adjust decisions as appropriate.
- A strong client and service focus.
- Ability to show discretion and tact.
- High regard for security and confidentiality, including client information, documentation and overall organisational management.
- Effective and demonstratable problem-solving skills.
- Proven ability to take a continuous quality approach to systems and therapeutic programmes, including monitoring and evaluating results.
- Ability to acknowledge own limitations and be proactive with own self-development.
- Ability to work under pressure, complete work on time and to a good standard.
- Ability to work with limited supervision.
- Self-motivated, able to take the initiative and adapt decisions as appropriate.
- Fluency in English (written and spoken).
- Demonstrated IT/word processing skills.

## Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity.
<b>Pono   Honesty</b>	Transparency and openness underpin all actions.
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals.
<b>Matapōpore   Concern</b>	Empathic and interested in the wellbeing of others.
<b>Aroha   Love</b>	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.