



Position Description

Manager – Integrated Support

Background

Hohepa is a registered charitable trust providing services and supports to people with an intellectual disability based on the anthroposophical principles of Rudolf Steiner.

Our purpose is to establish and maintain homes, schools, organic farms and vocational services throughout New Zealand for the support and education of intellectually disabled young people and adults.

Hohepa's vision is to enable the people we support to develop to their fullest potential and have quality of life in a holistic, supportive environment. The vocational and personal development of each individual is our prime focus with curative education and social therapy principles fundamental to our work. Our approaches are based on an understanding of each individual's disability, needs and potential for future growth.

Our organisational values are:



Purpose of this Position

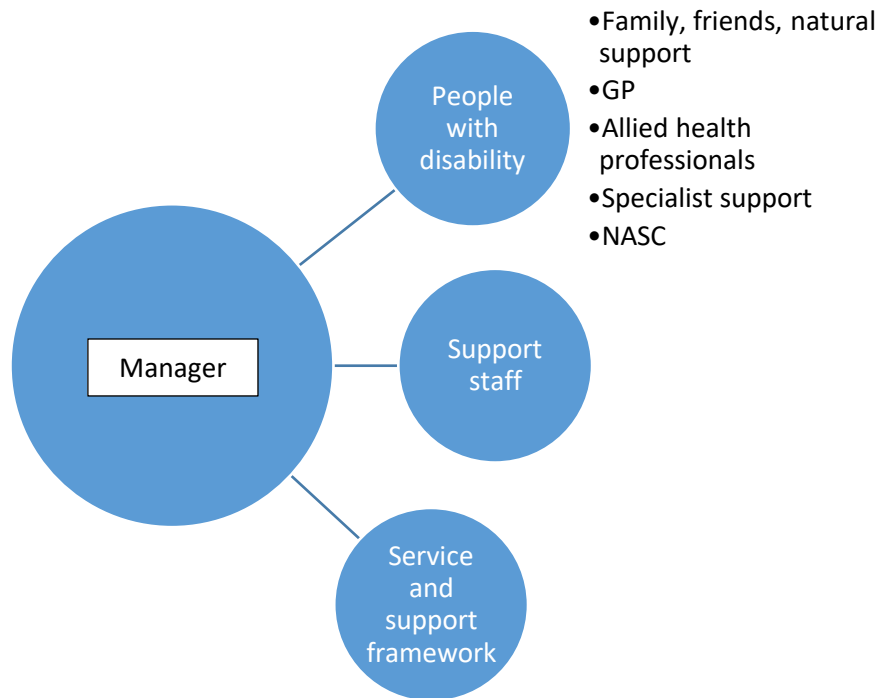
The Manager - Integrated Support, will lead teams supporting people with an intellectual disability and other health conditions, promoting practice that is person-centred, integrated and restorative to influence positive outcomes for each individual. The people with disabilities supported in this framework have vulnerabilities due to health conditions, aging or dementia – all decisions and outcomes will integrate these needs in pursuit of lives being fully lived.

The Manager is accountable for the effective delivery of services and supports to people with an intellectual disability or ASD in accordance with Hohepa values of:

- Holistic human development, inspired by anthroposophy
- Protection of rights and responsibilities of citizenship
- Creating communities
- Principles of the Treaty of Waitangi

Accountabilities

Three key accountability areas can be conceptualised in this way:



| | |
|-----------------------------------|--|
| Reporting to | Operations Manager, Hohepa Canterbury |
| Support framework | Integrated Support |
| Number of people supported | 27 |
| Number of direct reports | 30 |
| Budget | As established annually as part of budgeting process |

Task accountabilities matrix - **manager**

| | For each person supported | For each team member | For each service managed | Overall for organisation |
|------------------------------|--|---|--|--|
| Fortnightly | Review diary notes | Payroll authorisation for team Team meetings – facilitation and minutes | Be present in services | Respond, record and close incident reports related to area of responsibility Participate in management team meetings Meet with Operations Manager |
| Monthly | Audit bank accounts and personal spending Contact with family members | Ensure attendance and completion of training in line with workforce development plan Manage and approve leave Team meetings – facilitation and minutes | Audit and sign off of stores spend Ensure house is well kept, clean and presented at all times Manage expenditure including energy and household items | Exceptions reporting on financial performance Review data provided monthly to assess for trends and take action Monthly report to Operations Manager Engage in external supervision |
| Quarterly | Review achievement towards goals Review and update support plan and risk management plan Medication review with GP | | Audit checks for each service Hazard registers reviewed | |
| Annually | Full review and update of personal plans, including support plan, aspirational plan and risk management plan Funding review with Lifelinks Annual health check Review benefits and allowances (WINZ) | Performance reviews | Hazard register fully updated | Attend special events – silent meal, families weekend, festivals |
| As required / ongoing | Emerging health issues are identified and managed GP, dental or specialist appointments Co-ordination of therapies appts Co-ordination of overall life Holiday arrangements Build strong and trusting relationships with the people you support | Recruitment and on-boarding as vacancies arise Monitor performance and facilitating positive performance outcomes Employment relationship issues Complete debriefing after serious or critical incidents Build strong relationships with team members so that they are motivated and dedicated to delivering the best | Raise or approve repairs and maintenance requests to property team | Complaints and compliments Identify and recommend improvements to ensure efficient service provided |

Leadership - Teams

- Provide leadership to their direct support staff team to foster and promote a culture and drive performance in accordance with Hohepa's vision, mission and values.
- Lead their team to implement Hohepa's strategic and operational plans and report against these monthly
- Accountable for coaching and monitoring the practice of the team to ensure:
 - It is congruent with good employment practice
 - It adheres to Hohepa's policy and procedure
 - There are clear performance expectations
 - They motivate and develop others to build highly performing teams
 - They manage and remove barriers to performance
 - They actively maintain and enhance team capability
- Actively engage with all staff and build mutually trusting relationships with the wider team.
- Participate in succession planning through the identification and development of talent.
- Promote the principles of equal employment opportunity.

Leadership – People we support

- Promote the principles of citizenship, human rights and ethical practice through their own practice and by setting high expectations for their team members
- Ensure active participation in decision making for everybody
- Ensure that service based systems and processes facilitate appropriate practice and that organisational barriers to people living full lives are identified and mitigated.
- At all times ensure their practice, and that of their team member's, recognises the social, cultural, psychological, physical and spiritual context of the life of the person being supported.
- Create opportunities for people to continue to grow and develop as individual's and are not afraid to support people with disabilities and their staff teams to tackle challenging goals.
- Have conversations and drive actions that are focussed on supporting people to reach their potential
- Behave in line with key documents, legislation and strategies that guide the direction of disability services in New Zealand
- Co-ordinate services and supports for each individual

Leadership - Service and Support Framework outcomes

- Lead the delivery of their service frameworks, ensuring that clear objectives and outcomes are established and delivered
- Demonstrated ability to approach the design of services and supports in a flexible manner that best meets the needs of the individuals
- Ensure each service framework is compliant to relevant sector standards, contracts, service specifications, legislations and government strategies
- Ensure that all service is underpinned by our anthroposophical philosophy
- Lead the team to deliver services that meet Hohepa's vision of quality and beyond to continuous improvement
- Ensure a holistic, anthroposophical approach to health and wellbeing is offered to all people we support
- Manage the allocation of resources to ensure they are efficiently and effectively used

Financial

- Responsible for delivery of services and supports within agreed budgets

- Coach the service delivery team to ensure their services are delivered within agreed budget
- Support the Operations Manager and GM to develop realistic annual budgets
- Contribute to the financial sustainability and success of Hohepa
- Work in partnership with the accounts team to ensure all financial accountabilities to funders are delivered on time

Quality and risk

- Coach the team to understand compliance as a minimum standard, quality as a satisfactory standard and continuous improvement as a desired standard in all that we do
- Enable all team members to identify, report and elevate risk – support team members to manage risk appropriately.
- Responsible for management of practice of Restraints and Enablers and Restrictive Practices at Hohepa
- Actively engage in internal and external processes for assuring, measuring and monitoring quality and risk
- Able to leverage principles of anthroposophy as a value add to Hohepa

Health and Safety

- Promote engagement in health and safety practices across the organisation
- Demonstrate a high level of commitment to health and safety management, ensuring all staff are acting in accordance with Health and Safety at Work Act 2015 and Hohepa Health and Safety strategies
- Accountable to ensure that safe working practices are adopted and no one is endangered through their actions or inactions.
- Support their teams to identify and manage hazards appropriately
- Ensure that their team is trained and supervised adequately in order to reduce risk and provide support in line with Health and Safety at Work Act 2015 and Hohepa Health and Safety strategies
- Ensure emergency response management plans are in place within all services in line with Hohepa policy and procedure

Cultural Awareness

- Lead their team to practice in a culturally safe manner
- Coach team members to live the principles of the Treaty of Waitangi in their work practice
- Support the development of our organisational culture founded in the principles of anthroposophy
- Monitor and evaluate that we are providing services and supports that are meeting individual cultural needs
- Behave in a culturally respectful manner at all times

Miscellaneous

- The diverse nature of this role requires that other duties may be undertaken from time-to-time at the direction of the Operation Manager

Work experience and skills

Essential

- Willingness to learn about and put anthroposophy into practice

- Demonstrated leadership skills
- Minimum of three years leadership experience in the health or human services sector's
- Experience managing people, including HR practices such as recruitment and performance management
- High level of interpersonal relationship management skills
- Ability to support teams to work to best practice principles including Enabling Good Lives and Let's Get Real in all that they do
- A passion for taking an "ordinary life, community first" approach in providing support
- A proven ability to set and achieve targets
- Engaged in continual professional and personal development
- ICT literate
- Demonstrated ability to learn and apply new concepts

Desirable

- Specialist expertise with a qualification or experience in nursing, mental health, psychology, social work, teaching or social sciences.
- Proven people management experience from within the disability, not-for-profit, health or human services sectors.
- Experience or exposure to supporting people with an intellectual disability and or vulnerable people and their families. Experience working with vulnerable older adults would be an advantage but not required.
- Knowledge of Rudolf Steiner anthroposophical principles

Attributes

- A credible people leader – confidently surround themselves with skilled people and look to develop/mentor talent for succession.
- Decisive
- Professional – personal presentation and manner
- Relationship driven – people come first
- Articulate and confident