

Business Support Lead

Kaiārahi Tautoko Pakihi



Role specification

Role Title

Support Lead / Kaiārahi Tautoko Pakihi

Business Unit

Family Works

Location

Central Office

Reports to

Chief Operating Officer

Direct Reports

Nil

Purpose of the role

The role of the Business Support Coordinator/ Kaiwhakahaere Tautoko Pakihi is a fixed term position working from the Central Hub within the auspices of the Hauora me Hamaru framework (safety framework for clients and residents) to review and draft the documentation and processes required to position Family Works to be a leader of social services across the Central Region.

Organisational overview

Presbyterian Support Central's (PSC) vision is one of inclusive communities where people and families are safe, strong and connected. Our caring team is dedicated to providing person-centred, culturally responsive, caring and professional support to people from all walks of life. We are a not-for-profit organisation providing services in Taranaki, Whanganui, Horowhenua, Manawatu, Wairarapa and across the greater Wellington region. PSC is one of seven autonomous regional Presbyterian Support organisations. Collectively, we are one of Aotearoa New Zealand's largest not-for-profit health and social service providers

PSC's services for tamariki and their whānau are provided by Family Works, while our services for elders are provided by Enliven. Our Family Works services support children, young people, families and communities who have experienced trauma, family violence, separation, poverty, stress and anxiety, to have a safer and brighter future. Our Enliven services create age-friendly communities where people are happy and thrive, regardless of their age or ability. Our homes and villages are places where older people have companionship, choice, variety, fun, meaningful activity and a sense of purpose.



PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate legal entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.

Accountabilities

The key responsibilities

- Facilitate, coordinate, test and deliver a review of Family Works specific policies, procedures and processes, and ensure orientation and induction information and processes are developed, updated and implemented.
- Identify, facilitate, and prepare information as required for tenders to renew contracts and secure new contracts.
- Facilitate the inclusion of Family Works into the wider organisational quality system in order to enhance continuous improvement and monitor compliance against policies and procedures.
- Actively work across local communities to identify and support partnership opportunities , which may include joint ventures, collaborations, or other arrangements for service delivery.

Relationship management

- Liaise with Family Works site managers and team members to understand key contracts and required skill sets.
- Identify aligned providers in localities who may be appropriate partners including iwi, ethnic and community groups, or other service providers.
- Develop and support appropriate Memoranda of Understanding in consultation with the Chief Operating Officer.

Environmental scanning and RFP and tender preparation

- Be competent in preparation of Request for Proposals (RFPs) and Invitations to Tender (ITTs).
- Identify RFPs and ITTs that align with the strategic direction of Family Works.
- Use knowledge of procurement regulations and compliance requirements to ensure successful procurement.
- Understand the policy direction and needs of the funders, including the Social Investment Agency.
- Uses experience interpreting tender documentation and criteria to create professional tenders.
- Interpret the evaluation criteria, facilitate and coordinate answers and tailor the responses accordingly.
- Meet the required timeframes for RFPs and ITTs.

Learning Organisation

- Oversee the development, review and facilitation of induction, orientation and ongoing professional development for Social Workers and Counsellors in collaboration with the Practice Lead and Team Managers.



- Develop a comprehensive training programme in close liaison with Clinical Director, ensuring all contractual and statutory training and qualification requirements are met.

Quality and Risk

- Oversee and develop the quality improvement of service delivery systems, ensuring policies remain relevant and processes are regularly reviewed and connected across the organisation. Work in liaison with the Clinical Director to deliver an end-to-end process within Family Works.
- Identify outcome measures, implement measurement practices and deliver regular quality reports.
- Identify and facilitate practices which demonstrate continuous improvement and assist in meeting requirements of external service delivery audits.
- Ensure systems are in place to monitor compliance with Social Sector Standards, legislation and contracts.
- Coordinate and collate funder reports and ensure information is reported professionally within the required timeframes.

Service support and business development

- Lead the development, testing and implementation of policies and processes for new initiatives or new contracts.
- Project manage service improvements or new projects as required.

Health, safety and wellbeing

- Support organisational health, safety and wellbeing initiatives.
- Support a culture of wellbeing at PSC.
- Role model good health and safety practices and behaviours.
- Report all hazards, incidents, accidents and near misses.
- Support managers and the organisation in remaining compliant with health and safety legislation.

Core Competencies



Communication

- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying.
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.
- Willingly answers questions and concerns raised by others.
- Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.



- Uses a range of techniques to effectively and clearly present complex information in a clear and concise manner.
- Deals effectively with conflict.



Relationship Management

- Actively attempts to identify client's unique business needs, goals, opportunities and risks.
- Actively seeks input from clients and key stakeholders to ascertain needs.
- Demonstrates thoughtfulness, courtesy, openness and respect for the organisation's clients and employees.
- Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation's brand and purpose and seeking new ideas.
- Fosters an open, collective, mutually beneficial and co-operative culture within the wider organisation.
- Ensures that client expectations are managed and delivery capability clearly communicated.
- Attends promptly any client concerns and resolves these where at all possible.



Taking Responsibility

- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.
- Adjusts work style and approach to fit in with requirements.
- Perseveres with tasks and achieves objectives despite obstacles.
- Is flexible in thinking and open to changes affecting role and condition.
- Is reliable - does what one says one will.
- Consistently performs tasks correctly - following PSC, Family Works and Enliven policy and procedures and protocols.



Teamwork

- Develops constructive professional working relationships.
- Has an open positive manner.
- Is visible, accessible and approachable to management and staff – meets people across the business in different locations.
- Works cooperatively - willingly sharing knowledge and expertise with colleagues.
- Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.
- Supports in word and action, decisions that have been made by the organisation.
- Understands the impact of own role, and how that directly or indirectly supports the work of wider team and organisation.





Quality and Innovation

- Sets high standards for self
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth
- Provides quality service to those who rely on one's work
- Looks for ways to improve work processes - suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others
- Shows commitment to continuous learning and performance development.

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.

Person Specification

- Relevant Tertiary Qualification.
- Experience working in Social Services, Health or Justice environment.
- Clean drivers license and the ability to travel.

Knowledge and Experience

- Proven experience in writing operational policies and tenders (essential).
- Strong ability to interpret tender documentation and evaluation criteria.
- Sound knowledge of procurement regulations and compliance requirements.
- Experience in risk management practices.
- Knowledge and practical experience in implementing quality systems.
- Experience working in group facilitation (advantageous)
- Experience supporting change management.
- A good understanding of relevant community and government resources.
- Demonstrated ability to build networks and establish effective working relationships with other organisations.

