

POSITION DESCRIPTION					
Position	Kaihautū				
Reporting to:	Mātaiawa – General Manager (Operations)				
Service:	Te Oranganui Trust				
Job Purpose:	To deliver whānau centred services and population health to Iwi Māori and Non Māori within the Whanganui Region.				
Staff Responsibility:	Approximately 40 staff				
Financial Authority:	In line with the organisation’s financial delegations policy & framework				
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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 Kīahi. 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

<i>Tika</i>	Excellence in how we do things
<i>Whānau</i>	At the centre of everything we do
<i>Pono</i>	Act with honesty and integrity
<i>Mahitahi</i>	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

KRA 1: Service Performance
To ensure that the service achieves the day to day obligations

- 1.1 Maintain a comprehensive understanding of the contractual obligations.
- 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 whānau and our community 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 Ensure a collective approach to service and organisation performance is used and encouraged at all times

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 the service to ensure the services are sustainable economically

- 2.1 Set annual budgets for the service that adequately provide for the day to day operation of the service in cooperation with Finance;
- 2.2 Monitor and review the financial sustainability of the service 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 company policy;
- 2.4 Be the key contact for various funders and other service providers representing the organisation and the sector;
- 2.5 When required work collaboratively with the Mātaiwhetū (CEO) to negotiate contracts or realign budgets to ensure the service to whānau is continuous and uncompromised.

KRA 3: People & Performance
 Ensure that service kaimahi are supported and developed to provide the best possible service to the whānau

- 3.1 Manage the staff 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 supervisors and team leader 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 staff 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 management system that keeps kaimahi and whānau safe

Tasks

- 4.1 Provide and/or facilitate regular clinical and cultural supervision for all employees.
- 4.2 Ensure the policies, practices and procedures 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 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

Include Whānau Ora as a core practice in the team

- 5.1 Continuously build your knowledge base on the developments of Whānau Ora to ensure whānau are receiving the best possible service
- 5.2 Support the team to understand the Whānau Ora outcomes framework and include Whānau Ora plans as a contribution to whānau aspirations and potential within their practice
- 5.3 Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring
- 5.4 Engage and contribute with other kaimahi to ensure an integrated approach in working with Whānau Ora within Te Oranganui

KRA 6: Knowledge & Relationships

Stay abreast of developments and build strong community links that enhance the services provided to whānau

- 6.1 Participate in sector forums or groups that add value to the purpose of Te Oranganui and in particular Whānau Ora work
- 6.2 Be an active member of assessment panels providing a kaupapa Māori lens to the work ensuring that Māori Whānau receive adequate services and support
- 6.3 Continuously build your knowledge base on the developments of the Whānau Ora and Public Health sector to embrace innovation and opportunities
- 6.4 Work constructively with colleagues within Te Oranganui and across the sector to improve outcomes for Whānau.

Key Performance Indicators

- Remain informed of key kaupapa that are specific to service development
- Seek continuous improvement for better outcomes for participants of the service
- Ensure at all times the service is open for opportunities and innovation enhancement

KRA 7: Te Oranganui Kaimahi General Provisions

- 7.1 Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc
- 7.2 Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times
- 7.3 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
- 7.4 Proactively promote Te Oranganui in a positive light in all activities
- 7.5 Always behave in a professional manner, providing a good role model for others
- 7.6 Actively participate in professional supervision and ongoing professional development
- 7.7 Embody Tikanga Māori in all aspects of your work

KRA8: Health, Safety & Wellbeing

Proactively support the management of the health, safety and wellbeing of the kaimahi within the service

- 8.1 Proactively support the health, safety and wellbeing rep, in being the voice of the workforce.
- 8.2 Proactively manage the hazards, risks which also includes critical risks and associated controls within the service.
- 8.3 Ensure the reporting and recording of all accidents, incidents, clinical occurrences and recognition are, recorded, investigated and closed off within the required timeframes.
- 8.4 Review associated health & safety documentation for compliance for the service
- 8.5 Ensure procedures for health & safety within the service are reviewed, up to date and communicated across the service.
- 8.6 Update the Executive Leadership team with regular health, safety and wellbeing updates as required
- 8.7 Regularly report on critical controls & hazard management effectiveness of the service.

Person Specification

Qualifications

- Bachelor of Nursing, Social Work or other health or social service related level 7 qualification
- Registration with professional body e.g. Nursing Council or Social Workers Registration Board
- Diploma of management or other relevant business qualification

Experience

- A minimum of 5 years in a similar leadership role
- Extensive experience working in mental health and addictions services
- Understanding of the dynamics and complexities involved in managing people, including the development and training of staff
- Experience of reporting and monitoring to tight deadlines

Skills

- Effective financial management skills (budgeting and analysing reports)
- Excellent organisational skills with the ability to coordinate activities
- Ability to prepare information and documentation for relatively complex situations with a planned approach
- Excellent literacy, numeracy and IT skills

Personal Attributes

- Commitment to Whānau, Hapū and Iwi
- Ability to converse and understand te reo Māori me ōna tikanga is advantageous
- 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
- A friendly “Can Do” attitude

Other requirements of this position

- Current clean, full NZ driver’s license
- Must be able to pass Te Oranganui’s background check and worker safety process

The above statements are intended to describe the general nature and level of work being performed by the job holder. This job description is not intended to be an exhaustive list of all responsibilities, duties, or skills required of the job holder. It is a living document and may change as the organisational needs or client support needs change. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.