

## Position Description

<b>Position Title:</b>	General Manager Social Services
<b>Location:</b>	Central Office, Invercargill
<b>Reporting to:</b>	CEO
<b>Date:</b>	August 2025

## Role Purpose

The GM Social Services is a key role in PSS with accountability for leading the Social Services Group (including Family Works). This role has responsibility for the strategic leadership and operational management of the Social Services group, overseeing these services to ensure they are efficient, integrated, have a proactive approach to service enhancement, and deliver safe, robust, and quality outcomes for our clients.

The role is also responsible for optimising revenue for the Social Services Group, including working with the CEO to find new opportunities for the sustainability of the Social Services group.

As a pivotal member of the Leadership Team, the GM Social Services will provide strategic oversight and foster collaboration as necessary within teams in the Social Services group and across the wider PSS, with an aim to establish consistency and efficiencies across the services, particularly as it relates to the implementation of PSS's mission and strategic objectives.

## Key Relationships

<b>Internal:</b>	<p>CEO</p> <p>PSS Board</p> <p>Other Members of PSS's Leadership Team</p> <p>All Family Works</p> <p>Central Office and wider PSS Team Members</p>
<b>External:</b>	<p>Funders and Government Agencies (e.g. Ministry of Social Development, Oranga Tamariki, Ministry of Justice).</p> <p>Social Services Peak Bodies, NGOs and other organisations in the Social Services Sector.</p> <p>Key External Stakeholders, including PSNZ</p>

Position Responsibilities	
Key areas of activity	Accountabilities
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Lead the overall performance of the Social Services group and ensure the group is modelling service delivery and practice excellence.</li> <li>• Lead the implementation of PSS's strategic objectives and, in particular, the development and implementation of the strategy for the effective integration of the Social Services group while maintaining each service's brand.</li> <li>• Role model PSS's Values in your leadership.</li> <li>• Work collaboratively with the Leadership Team to collectively take accountability for the delivery of PSS's strategic objectives and operational performance..</li> <li>• Drive a high-performance culture and empower managers to get the most out of them and their teams.</li> <li>• Provide advice and mentoring to functional leaders and act as an escalation point on any day-to-day issues.</li> <li>• Provide timely and accurate reporting to the Board, CEO and Leadership Team.</li> <li>• Attend Board meetings (when required)</li> <li>• Foster a culture that promotes ethical practices and accountability.</li> </ul>
<b>Sector &amp; Community Leadership</b>	<ul style="list-style-type: none"> <li>• Continually foster and develop senior level relationships with funders (community-based and contracts), PSNZ, government and key sector organisations.</li> <li>• Promote, and act as a spokesperson and advocate for, PSS's Social Services.</li> <li>• Actively promote and support service managers to perform highly in their roles and develop as thought and sector leaders, and to raise the profile of PSS's brands.</li> <li>• Identify areas of need, opportunity and potential innovation for PSS's Social Services across the local, regional and national community and sector.</li> </ul>
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>• Lead and support the Social Services people leaders and the management team in delivering all services.</li> <li>• Drive consistency and integration across PSS's Social Services while ensuring best professional practice and cost efficiencies across the group.</li> <li>• Negotiate contracts ensuring the key deliverables of all contracts secured are appropriate to the financial and service delivery capabilities.</li> <li>• Ensure contractual obligations are consistently met, including audits to ensure ongoing funding, including monitoring and reporting requirements.</li> </ul>

<b>Service Development, Improvement and Planning</b>	<ul style="list-style-type: none"> <li>• Develop and maintain a quality improvement environment where issues are critically examined and quality improvements are achieved.</li> <li>• Proactively identify new social service opportunities for future development with alignment to community need and PSS capacity, mission and vision.</li> </ul>
<b>Service &amp; Budget Planning</b>	<ul style="list-style-type: none"> <li>• Lead the strategic and annual planning processes for the Social Services group.</li> <li>• Achieve revenue and cost targets for the Social Services group (as set by the Board and CEO).</li> <li>• Establish and monitor achievement against revenue and costs targets for the Social Services group.</li> <li>• Regularly monitor, evaluate, and report on Social Services annual plan performance throughout the year.</li> </ul>
<b>Health, Safety &amp; Wellbeing</b>	<ul style="list-style-type: none"> <li>• Adhere to PSS H&amp;S policies and practices, particularly the management of critical risks, and accurate and timely reporting and recording of incidents and accidents.</li> <li>• Promote employee participation and education on Health, Safety and Wellbeing.</li> <li>• Adopt safe work practices and encourage others to do the same.</li> <li>• Participate in health and safety training and if applicable, any improvement or return to work programmes.</li> </ul>
<b>Te Ao Māori / Culture</b>	<ul style="list-style-type: none"> <li>• Work in a way that is respectful of Māori values, protocols and practices.</li> <li>• Identify opportunities to weave te ao Māori and other cultural considerations where appropriate throughout PSS's service delivery and ways of working.</li> <li>• Work closely with, and support, PSS's Pou Tohutohu Ahurea in achieving PSS's objectives in respect of te ao Māori.</li> </ul>
<b>Professional Practice</b>	<ul style="list-style-type: none"> <li>• Ensure all Social Services deliver a high level of professional practice and identify opportunities to improve practice.</li> </ul>

Knowledge and Qualifications	
Key areas	Description
Qualifications	<ul style="list-style-type: none"> <li>• Relevant tertiary qualification (<i>desirable</i>).</li> <li>• Demonstration of continued professional development.</li> </ul>

#### Skills & Experience

- Significant experience in leading teams in the Social Services Sector.
- Demonstrated senior service leadership and management success, matched with business acumen.
- Proven strategic and change leadership abilities.
- Exceptional communication and interpersonal skills with Boards, senior managers and staff, partners and suppliers – and proven coaching abilities with peers and staff.
- Evidence of continually striving for improvement via new and effective work practices.
- Knowledgeable of government funding and machinery of government.
- Professional and ethical manner, able to exercise a high degree of confidentiality at all times.
- Knowledge of, and/or experience in, working in the not-for-profit sector advantageous.

#### Changes to Role Profile

From time to time it may be necessary to consider changes in the role profile in response to the changing nature of our work environment – including technological requirements, service delivery or statutory changes. Such changes may be initiated as necessary by the manager of this position in consultation with the position holder.

Please note for the purposes of satisfying section 101 of the Oranga Tamariki Act 1989 including Section 101 this position has responsibilities as the Director of our Family Works and child and family support programmes including Foster Care.