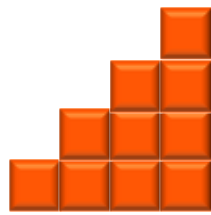


Signed / Agreed:

(please also initial each page)



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inspiring change, transforming lives

Type . Number / Version	Title			
2.38/1	Peer Support Service Manager- (Integrated Practice Team)			
Service Area: Organisation	Date first drafted / approved: 09052024	Last approved by:(name and signature)  Will Ward	Last approval / review date: 09052024	Next Review Date:  09052027

Ma mua ka kite a muri. Ma muri ka ora a mua  
*Those who lead give sight to those who follow. Those who follow give life to those ahead*

## Job Description and Person Specification

## Purpose

As a member of the Senior Leadership Team, the role of the Peer Support Service Manager- is to plan, manage and oversee the development of peer support services and the day-to-day provision of a range of recovery focused support services. It is an expectation that these services consistently represent the leading edge in evidence-based, recovery-focused community-based support services, while meeting contractual expectations and obligations.

## Our Values:

In order to deliver services that are strengths based and recovery focused, WALSH Trust adopted values that shape organisational culture, service development, delivery and evaluation. These are:

- Atawhatianga Courtesy
- Manaakitanga - Respect
- Whakamana - Integrity
- Aroha – Kindness
- Kotahitanga – We, us... together

The above are a direct outcome of the WALSH Trust organisational philosophy.

## An Outcome Focus:

WALSH Trust expects that each staff member will be accountable for their actions, transparent in their process, and to demonstrate that they are delivering good value for money. To achieve this we will apply a results-based accountability model of evaluation, considering:

1. How much did we do?
2. How well did we do it?
3. What impact did we achieve?

## Team Work

Service provision and activities at WALSH Trust are grounded in a team-based approach, that priorities the elements illustrated on the right.

This approach recognises that a collective resource by far exceeds the sum of individual contributions.

Most people will be able to recognise their relative strengths, while acknowledging similarly relative learning edges.

Courageous and honest self reflection and insight is essential to enable a successful team player. Regularly seeking feedback from fellow team members is an opportunity to share and tap into rich expertise, experience and unique perspectives. Again this requires courage.



# Peer Support Service Manager

Responsible to: General Manager– WALSH Trust

Functional  
relationships with:

- WALSH Trust Chief Executive Officer
- WALSH Trust Senior Leadership Team
- Staff of WALSH Trust support services
- People who use WALSH Trust services
- Staff of clinical services, community agencies, facilities and services
- Contract managers / funders
- Consumer, Peer Support and Lived Experience workforce (CPSLE)

Responsible for:

The leadership and development of peer support services alongside the management and on-going development of a range exceptional community-based support services. The provision of these services, by an integrated team, will be designed to meet the needs of people who experience mental ill-health and / or addiction.

# Key Achievement Areas and Responsibilities

## providing leadership to the provision of peer support services

- To lead the provision of peer support services that meet the needs of tangata whaiora/whanau in a manner consistent with the CPSLE competencies.
- To work closely with the Chief Executive Officer and Senior Leadership Team (SLT) colleagues to ensure strategic planning and direction incorporates lived experience perspectives and enhances the service provision across the organisation.
- To actively promote the value of lived experience across the organisation and support the CEO and SLT in the co-design and review of services and processes.
- To demonstrate and promote peer values.
- To meet the contractual requirements in relation to the provision of peer support work.
- To seek opportunities to promote peer support solutions in partnership with other organizations.

# Key Achievement Areas and Responsibilities

## day to day management and delivery of services

- The leadership and management of peer support services alongside the management and on-going development of a range exceptional community-based support services (Integrated Practice Teams).
- To assume and contribute to the sharing of responsibilities across the Senior Leadership Team to ensure service contracts / obligations are met (including reporting, relationship development / maintenance) and intentional quality, practice and service development takes place.
- All staff are allocated appropriate responsibilities / workloads – their performance evaluated against these.
- To contribute to the provision of after-hours / on-call services, (for approximately 8 weeks per year).
- To report monthly (in writing) against the above.

# Key Achievement Areas and Responsibilities

## development of a highly skilled, motivated and effective workforce

- To promote peer approaches that align with the CPSLE competencies framework and organisational values.
- To ensure the development, recruitment and retention of services, staff / team members.
- To ensure that all staff progress against professional development plans (including their use of supervision / personal coaching).
- To assist with / contribute to the planning and/or delivery of training, supervision and other professional and service development initiatives that are congruent with organisational priorities and strategic priorities.
- To facilitate and promote a positive, interactive, energetic and collaborative team environment that focuses upon the best means of responding to a person's support needs by marshalling the array of resources available to support services.

# Key Achievement Areas and Responsibilities

## health and safety

- To support WALSH Trust expectations and obligations in the development and application of processes and operating procedures that enable WALSH Trust to comply with Health and Safety obligations, and provide a safe work environment to staff, clients, contractors and visitors.
- As a member of the Senior Leadership Team, share responsibility in providing the most effective leadership to external and internal forums such as Key Event Review, On-Call Review and other forums that become relevant to the provision of effective services.
- Ensure committed and robust representation by Teams in forums such as the Health and Safety Committee; Quality Forum, staff participation, and the development/ implementation of audit / corrective action plans.
- To report monthly against the above.

# Key Achievement Areas and Responsibilities

## a team based leadership role

- To consult, liaise, meet regularly with the CEO, Service Managers, Senior Leadership Team.
- To actively and intentionally contribute to service effectiveness, and service and client outcomes achieved by the Senior Leadership Team, across service contracts.
- To request / negotiate what you expect of your fellow Senior Leadership Team members to enable you to carry out your role exceptionally well.
- To seek and understand / negotiate what your fellow Senior Leadership Team members expect of you, in order to carry out their role exceptionally well.
- Actively and intentionally contribute to / lead Senior Leadership Team shared responsibilities such as monitoring and reporting against contracts, liaison and relationships with contract managers / funders, and other stakeholders.
- To promote the aims, objectives and philosophy of WALSH Trust.

# Key Achievement Areas and Responsibilities

generic leadership activities that contribute to the development and overall well-being of WALSH Trust, and the provision of exceptional services

- To be flexible and responsive to a dynamic workplace, and changing organisational / sector demands and priorities
- To contribute to and support the optimal functioning of WALSH Trust services. In particular, a culture where evaluation of effectiveness and decision-making is based upon the review and analysis of collated data.
- To develop and maintain effective, exceptional strategically focussed relationships with key relevant networks and personnel that will add value to this role and/or the overall effectiveness of WALSH Trust.
- To consistently model courtesy, respect, integrity, kindness and a team approach– and retain a generous sense of humour!
- To assume the role of mentor / motivator and role model within services for which you are responsible.

WALSH Trust Vision:

*Healthy lives shaping healthy communities*

# Key Achievement Areas and Responsibilities

Carry out duties in a manner that is informed by current / relevant national strategies, plans and standards, WALSH Trust policies, procedures and values

- To remain familiar with current / relevant national strategies, plans and standards, WALSH Trust strategic / business plans, policies, procedures and values - and lead their consistent application at WALSH Trust,
- To work in a culturally safe manner incorporating the principles of Te Tiriti of Waitangi and acknowledging the diversity of the communities we serve.

The incumbent will have or develop competencies that align with the shaded areas in the following competency profile for the role.

### Educational Qualifications

1	2	3	4	5	6	7	8	9	10
Nil	SC	UE		NZC		Diploma	Bachelors Degree	Post -Grad	

### Functional Experience – Service Provision / Quality Initiatives

1	2	3	4	5	6	7	8	9	10
				desirable					essential

### Staff Management Experience

1	2	3	4	5	6	7	8	9	10+
				desirable					essential

### Relationship Management Experience

1	2	3	4	5	6	7	8	9	10
				desirable					essential

### Sector Experience

1	2	3	4	5	6	7	8	9	10
				desirable					essential

The incumbent will have or develop competencies that align with the shaded areas in the following competency profile for the role.

## Personal Attributes

	may be developed	desirable	essential
Highly motivated			
Ability to be flexible and respond to unexpected priorities			
Commitment to work with diverse communities			
Ability to work and deliver outcomes with minimum supervision			
Experience of health / social service sectors			
Lived experience of mental health challenges			

## Skills

	may be developed	desirable	essential
Ability to build effective sustainable and productive relationships			
Excellent written and verbal communication skills			
Excellent organisational skills – ability to plan and prioritise work to meet agreed deadlines			
Methodical approach to tasks and completion			
Computer literate, including a good working knowledge of Microsoft Office (Word, Excel and Outlook)			

## Leadership Outcomes

Outcome 1.1: Informed by the Strategic Plan, an annual business plan punctuated with clear KPIs, is developed collaboratively by Service Managers, constructed into a work programme, and implemented. 90% of objectives are achieved.

Outcome 1.2: Service Leaders and/or team members share responsibility to actively participate in, and contribute to forums such as Health and Safety Committee; Quality Forum, Key Event Review, audit preparation and the development / implementation of audit / corrective action plans.

Outcome 3.6: The Chief executive receives a monthly written accountability report by the 10<sup>th</sup> day of the following month

Outcome 1.3: Day to day provision of services is informed by WALSH Trust policies and operating procedures

Outcome 3.5: 75% of staff FTE hours are committed to activities with people accessing support.

Outcome 1.4: Remains informed about local, regional and national initiatives / challenges / priorities / opportunities that may impact upon WALSH Trust service provision.

Outcome 3.4: All staff have professional development plans; these are developed and completed annually.

Outcome 1.5: PSLE competencies are applied and guide the development of services.

Outcome 3.3: Poor and/or unacceptable performance is responded to promptly, constructively, professionally, fairly – guided by current legislative directions and / or obligations.

Outcome 2.1: Supports, contributes to and models a team focused ethos and practices that are consistent a commitment to WALSH Trust values. All professional relationships - internal and external – can reflect evidence of this commitment successfully applied.

**3.0 OPERATIONAL**

**2.0 INTERPERSONAL**

future and generic

**1.0 STRATEGIC**

Thought / Figuring out which way to go

tasks

people

present and specific

Action / Getting things done

Feeling / Emotional Intelligence

Outcome 3.2: Services are provided based upon a co-designed support plan; 80% of people accessing services have a current support plan.

Outcome 2.4: Minutes of regular Service Team meetings and Practice / Quality Development Groups are distributed to participants and Senior Leadership Team.

Outcome 2.2: All staff take their full leave allocation within a 12-month period – unless a specific exception is applied for and approved.

Outcome 3.1: All staff complete the requirements of their job descriptions, and role expectations - completely and to a high standard of quality.

Outcome 2.3: Service Managers actively and intentionally contribute to the sharing of responsibilities across the Senior Leadership Team to ensure that intentionally exceptional quality, practice, service provision, reporting, and evaluation takes place.