

## **HŌHEPA HAWKES BAY JOB DESCRIPTION House Manager**

Location:	Hōhepa Hawke's Bay – service for adults in Hawke's Bay
Responsible to:	Service Manager
Responsible for:	Line management of all employees/volunteers in the house
Functional Relationships:	Service Managers, House Managers, Day Activities Facilitators and support staff; Wake Over Supervisors and staff; Therapists; Farm staff; School Principal, Teachers/Teacher Aides (particularly in relation to transition of young people into the service/house); members of Property Services, Finance, HR/Payroll, Admin and Executive/Leadership teams (as applicable)
External Relationships:	Families/whānau and advocates of people you support; medical and health professionals; funders/NASC/Oranga Tamariki; behaviour support and external specialists; any other contacts in relation to a person's wellbeing, leisure, work or other activities

### **SCOPE OF RESPONSIBILITIES**

The Hōhepa community provides 24 hour / 7 days a week support, enablement and care for children/tamariki, young people/rangatahi and adults, based on Anthroposophical principles of inclusive social development (Dr. Rudolf Steiner). We strive to make sure our practices are in line with Te Ao Māori – through the anthroposophical approach to farming, the holistic view of human development and the acknowledgment of the spiritual world at Hōhepa.

The people we support and residential staff form an important part of the Hōhepa community, and contribute greatly to the cultural life within the community.

The House Manager has overall responsibility for the wellbeing of the people who live in the house, and management of staff, budgets and related operations to ensure quality services are delivered. A quality home environment embodies Hōhepa's principles: the home is a place of beauty and security, where each person we support and staff member is respected as a contributing member of the household; nutritious food is prepared and served, taking account of dietary needs and preferences, and using high quality organic and biodynamic food wherever possible; successful social interactions take place, individual relationships are valued and a positive social culture (aligned with Anthroposophic principles) is promoted; standards of service meet and exceed those set out in legislation and Hōhepa policies and procedures. Active participation with the cultural life of the community is a significant feature of each home.

The House Manager will have close working relationships with other House Managers and Day Activities Leaders within the Service, and those from other services. Administrative support, which may include assistance with rostering, will be available from the Service Administration Assistant.

This position is for 40 hours per week, working 5 days per week. The House Manager will work to a standard roster including a weekend day, but be expected to be flexible to enable him/her to be present for significant events and meetings.

## PRIMARY OBJECTIVES OF THE POSITION

- Maintain the best possible quality of care, support and development for people with intellectual disabilities in the house, in accordance with anthroposophic principles (inclusive social development), Te Tiriti o Waitangi, Hōhepa standards, policies and procedures and Health & Disability Service Sector requirements, ensuring that each person is enabled to live as independently as possible and that every life is fully lived
- Foster and nourish service delivery in the house, intentionally creating a place of beauty where people are welcome, nourished and 'at home', and personal relationships are supported and valued
- Ensure Individual Development Plans (IDPs – or Care Plans where applicable) and implementation plans are developed and maintained, to meet the needs and aspirations of each person we support in the house
- Communicate with stakeholders about all aspects of the service, and ensure that the right people are involved in decision making (eg welfare guardians)
- Work proactively with needs assessors to secure appropriate funding for people in the house
- Manage the engagement of the people we support with other internal services (eg school, day services, therapists) and external agencies and services (eg Special Olympics, Taekwondo, Sailability)
- Develop and manage a skilled, positive, effective and efficient team, through a consultative leadership style
- Effectively maintain management processes
- Contribute to and operate within budgets (financial and staff hours)
- Be a champion of Hōhepa's special character (based on the practices of anthroposophy) by modelling this day-to-day

## KEY RESULT AREAS

### Work with people we support with a focus on their wellbeing and development

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> <li>• Work with people we support in accordance with the principles of inclusive social development (Rudolf Steiner): this includes attention to each person's personal and hygiene habits, clothing, and home-life skills, as well as the promotion of social skills and the development of each individual</li> <li>• Work in a manner that reflects the principles of best practice and Duty of Care</li> <li>• Ensure that quality Individual Development Plans (IDPs – or Care Plans if applicable) for each person we support in the house are developed, implementation plans are followed, and adjustments made in the light of experience</li> <li>• Maintain up to date and accurate information on people we support, their needs, aspirations and abilities</li> <li>• Responsible for the overall appearance and upkeep of the House, including maintenance of building, furnishings and appliances, so that it can function effectively and can look as beautiful as possible</li> </ul>	<ul style="list-style-type: none"> <li>• The House functions with a home atmosphere where people we support are respected, have choice and their welfare and needs are catered for to high quality levels</li> <li>• Quality IDPs/Care Plans are in place and kept up to date for everyone in the house; staff are conversant with goals of each person; strategies and processes are implemented in the house so that goals are achieved and progress recorded</li> <li>• Plans and records show regular and varied opportunities for involvement in the community beyond Hōhepa</li> <li>• Consistent handover information and communication occurs between House and day programmes/school in best</li> </ul>

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> <li>• Enhance the cultural life of the people we support through music, singing, games, drama, artistic and crafts activities, visits to local library, attending concerts, and recreational weekend outings; ensure all outings are planned and authorised</li> <li>• Support the health and well-being of each person: participate in meetings (as appropriate), with GP / nurse / other health professionals; ensure the people we support receive medication or medical care as prescribed, in liaison with the pharmacy; implement any agreed programme for each person we support eg nutrition, movement, fitness</li> <li>• Maintain records of sickness, accidents or incidents using Hōhepa record systems provided for this purpose; discuss incidents with staff, analyse causes and propose steps to bring about improvement</li> <li>• Support each person's spiritual life by providing times for devotion and reverence, grace at meals, morning and evening song, prayers at bedtime</li> <li>• Actively encourage participation in meal preparation and choice of meals for all people we support</li> <li>• Assist people we support to manage their own money (whether earnings, pocket money or gifts) and support them with purchases, taking account of plans, family wishes, needs etc</li> <li>• Prepare meals that provide a balanced diet in accordance with the principles of nutrition and nutritional guidelines provided: as far as possible food should be biodynamically grown at Hōhepa (or organic), spray-free, without chemical additives, artificial colouring or preservatives</li> <li>• Keep the Service Manager informed of any crises and difficulties; ensure that additional support needs (for people we support and/or staff) are identified and met</li> <li>• Ensure that effective handovers take place, between staff on different shifts and with Day Services, School, Therapists, Farm staff etc, so that staff are informed of any issues and equipped to provide high standards of service</li> <li>• Be aware of the cultural needs (religious, ethnic etc) of people in the house, and ensure these are taken into account in service delivery</li> </ul>	<p>interests of the people we support</p> <ul style="list-style-type: none"> <li>• House members (staff and people we support) participate in Hōhepa Community events</li> <li>• Outings and holidays for people we support are fostered, either as individuals or as a 'house' event; all outings and holidays are planned and authorised in advance, taking account of budget and safety issues</li> <li>• Evidence of communication and working with health professionals</li> <li>• The cultural life of the people we support is enhanced, eg through music, drama, artistic activities, visits</li> <li>• Evidence that the spiritual and cultural needs of the people we support are taken into account within the house</li> <li>• Menus are planned and meals prepared in line with nutritional policy</li> <li>• Each person's money is carefully managed and monitored, and securely stored; purchases are in line with agreements</li> <li>• Movement and fitness programmes are in place, as applicable</li> <li>• Accurate and complete records are in place, enabling analysis of issues and identification of trends; evidence of analysis taking place, discussed with staff and brought to the attention of the Service Manager (when applicable)</li> <li>• The principles of anthroposophy and inclusive social development underpin the lives of people we support, particularly in their home and their activities outside the home; and this is able to be explained and understood by staff members</li> </ul>

### Communication and information

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> <li>• Develop and maintain positive and effective working relationships with all people we support and their families/ whānau; and all external agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of communication with staff (eg through regular meeting notes), to ensure that they are aware of plans and priorities</li> </ul>

<b>Key Accountabilities</b>	<b>Key Performance Indicators</b>
<ul style="list-style-type: none"> <li>• Ensure that accurate information is available on the needs and abilities of the people we support; work with needs assessors to secure appropriate funding</li> <li>• Communicate with families (as outlined in the Communication and Consultation policy) so that they are appropriately involved in the life of their family member</li> <li>• Comply with privacy requirements, ensuring secure access to personal information</li> </ul>	<ul style="list-style-type: none"> <li>• Advocates and families/whānau feel informed, particularly in times of change or higher needs (health, behavioural etc)</li> <li>• Information is gathered, analysed and presented to needs assessors, resulting in funding to meet needs</li> <li>• Compliance with privacy legislation and standards (including access to Story Park)</li> </ul>

### **Service quality and continuous improvement**

<b>Key Accountabilities</b>	<b>Key Performance Indicators</b>
<ul style="list-style-type: none"> <li>• Ensure that service delivery in the house meets funders' requirements, the Health &amp; Disability Services Standards (HDSS), Enabling Good Lives, Hōhepa's policies, procedures and plans, other relevant legislation, standards and requirements, and the principles of best practice; any non-compliance is reported and addressed</li> <li>• Participate in self-reviews and audits, with the aim of ensuring that service quality meets audit standards; take any required remedial action</li> <li>• Make suggestions for changes to improve service quality</li> <li>• Lead and participate in staff meetings; ensure that staff in the house are made aware of changes and have a chance to read meeting notes and respond</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of monitoring of service delivery and quality, and involvement of staff in the house in suggesting improvements</li> <li>• Ensures that outcomes and recommendations of self-audit and other quality improvement processes are implemented</li> <li>• Staff meetings are recorded, with evidence of items being brought to the attention of people who were not there</li> </ul>

### **Leadership and supervision of staff**

<b>Key Accountabilities</b>	<b>Key Performance Indicators</b>
<ul style="list-style-type: none"> <li>• Ensure that the Vision, Mission and Values, Hei Hapai i a Hōhepa (Te Ao Māori strategic plan), plans, policies, procedures and standards are known and understood by staff in the house</li> <li>• Work collaboratively and constructively with HR and the Service Manager to identify suitable staff for the house</li> <li>• Identify rostering requirements for the house in a forward-looking and proactive way, taking account of the needs, aspirations and plans of people we support; draw up rosters to meet needs; implement any roster changes in line with good practice, including information and consultation with any affected staff</li> <li>• Check and approve staff timesheets for the house (manager role in TimeFiler)</li> <li>• Ensure staff leave is planned; arrange for cover then approve leave requests – taking account of events, training, other planned leave</li> <li>• Line manage staff in the house through people management processes – recruitment, induction, giving feedback on performance (through Joint Review and formal appraisals), identifying and</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are knowledgeable and able to explain and work in accordance with key principles and plans</li> <li>• Rosters are drawn up to meet the needs of people we support (ie staff are working when they are needed); staffing is in line with budget – in relation both to staff appointed to the house, and the actual hours worked each period; opportunities are identified for savings, improved rosters, more efficient ways of working</li> <li>• Staff timesheets are accurate and signed off, to meet required timescales each pay period</li> <li>• Evidence of contributing to people management processes; action is in line</li> </ul>

<b>Key Accountabilities</b>	<b>Key Performance Indicators</b>
<p>meeting learning needs, investigating concerns about conduct and performance, etc.</p> <ul style="list-style-type: none"> <li>• Encourage staff of the house to participate in formal training and take advantage of other opportunities for learning; act as observer or assessor to support staff to achieve qualifications</li> <li>• Raise any concerns about performance or conduct with the individual concerned (in line with Hōhepa guidance); seek advice from HR</li> <li>• Contribute to risk management plans in relation to any behavioural issues; ensure these are available and communicated to all staff who work in the house; coach staff to apply plans in their work</li> </ul>	<p>with Hōhepa policies and advice given</p> <ul style="list-style-type: none"> <li>• Concerns about staff conduct or performance are addressed in a timely and proactive way, without any adverse impact on service quality</li> <li>• Receives positive feedback about communication</li> <li>• Evidence of contribution to risk plans, including supplying reliable data to inform plans</li> </ul>

### **Compliance with policies and budgets**

<b>Key Accountabilities</b>	<b>Key Performance Indicators</b>
<ul style="list-style-type: none"> <li>• Contribute to budget setting for the house; responsible for house shopping; keep records of expenditure including petty cash receipts, grocery dockets, invoices; participate in budget monitoring and reconciliation; inform Service Manager of any variances and report on reasons</li> <li>• Comply with all Hōhepa policies, procedures and guidelines, including Health &amp; Safety requirements</li> <li>• Conduct regular H&amp;S 'walk rounds' (to required timescales, using checklist) to help ensure a safe environment in the house; conduct fire evacuations and keep records; discuss H&amp;S issues with staff working in the house; keep the hazard register up to date and report any new hazards</li> <li>• Report any accident, incident, near miss or workplace illness promptly; provide support for injured employees to enable them to achieve early return to work wherever possible</li> </ul>	<ul style="list-style-type: none"> <li>• All expenditure (including staff hours, vehicle usage and food and supplies expenditure) is within budget</li> <li>• Consistently complies with policies and procedures including use of correct paperwork</li> <li>• Safety walk rounds are completed and records maintained, with evidence of action being taken to rectify problems or follow up</li> <li>• Evacuations completed to timescales; accident and incident forms are accurate and completed in a timely manner; the hazard register is in place and hazards are reported and addressed</li> </ul>

### **Personal conduct and performance**

<b>Key Accountabilities</b>	<b>Key Performance Indicators</b>
<ul style="list-style-type: none"> <li>• Be a role model for all Hōhepa staff, demonstrating conduct and behaviours expected from a leader, working out of the principles and practices of anthroposophy; this includes loyalty, confidentiality, collegiality and a commitment to working together as part of a team, always in the best interest of people we support</li> <li>• Ensure that conflicts are addressed in a proactive and constructive manner (and always behind closed doors – not in front of people we support)</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates support for and embraces the impulse of inclusive social development (based on Anthroposophy) – through speech and actions</li> <li>• Maintains confidentiality, demonstrates collegiality and loyalty; no examples of spreading gossip or rumours, undermining Hōhepa managers and colleagues</li> <li>• Evidence of reflecting on own performance and taking advantage of learning and development opportunities in order to improve performance</li> <li>• Is completely reliable and carries out self monitoring in regard to balancing required hours of work</li> </ul>

## Record keeping and reporting

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> <li>Record information and data on people we support and their progress; ensure daily progress notes are kept, produce weekly summaries and monthly house reports</li> <li>As applicable, provide summaries of scatter-plot data and incident reports, to inform discussion</li> <li>Responsible for medication receipt, stock control and storage in accordance with policy</li> <li>Keep and maintain all necessary records in accordance with Hōhepa guidelines (nights away, van etc)</li> <li>Provide reports to meet required standards, formats and timeframes</li> </ul>	<ul style="list-style-type: none"> <li>Maintains accurate records, able to provide information readily</li> <li>Reports and progress notes provide meaningful and relevant information</li> <li>Reports inform management and meet timeframes</li> </ul>

## PERSON SPECIFICATION

	HIGHLY DESIRABLE	ESSENTIAL
<b>PROFESSIONAL QUALIFICATIONS</b>	A degree or diploma in a subject related to health, education, social work etc	An appropriate qualification giving an understanding of the principles of education, psychology and behaviour management (level 4 or above)
<b>EXPERIENCE</b>	Relevant work experience within the intellectual disability sector	Previous experience which provides basis for understanding and working with intellectually disabled people
<b>SPECIAL CHARACTER (Inclusive Social Development, Te Ao Māori)</b>	Understanding of the principles of Anthroposophy and inclusive social development in relation to working with people with intellectual disabilities Willingness and capacity to study human development in the context of Hōhepa's special character, to inform the individual development planning process	Willingness to support and engage with the community life of Hōhepa, including organising/participating in festivals, events, study groups Understanding of Te Tiriti o Waitangi in relation to service delivery at Hōhepa Willingness to learn about inclusive social development and put the learning into practice; includes supporting the spiritual life of people we support
<b>TRAINING &amp; DEVELOPMENT</b>	Holds relevant qualifications for the sector, eg Careerforce Level 2/3/4, training as a Workplace Verifier	Willingness to undertake further training relevant to the position Able to take on Verifier role to support implementation of qualifications
<b>HOME-MAKING</b>	Able to lead cultural activities eg singing, dance, story telling, for the benefit of people we support and staff	Has skill and ability to create a warm and welcoming home for people we support, with the aspiration of it being a place of beauty and peace Excellent understanding of nutrition and cooking; able to plan wholesome meals whilst adhering to a budget
<b>MANAGEMENT</b>	Experience as a supervisor, including giving support, feedback and instructions Ability to implement people management processes (eg recruitment, appraisals)	Experience of working as a member of a team Able to manage own time effectively Can collect and analyse data, identify causes of issues, propose solutions Ability to work to a budget

	<b>HIGHLY DESIRABLE</b>	<b>ESSENTIAL</b>
<b>LEADERSHIP</b>	Ability to take on a leadership role, in a consultative way Able to deliver difficult messages with professionalism and loyalty Ability to deputise for a senior manager where required	Is a positive role model to others Takes appropriate action as a manager: addresses issues promptly (eg hazards, a concern about a person's health, a staff performance issue); gives accurate and unbiased information; seeks advice from relevant people
<b>COMMUNICATION</b>	Ability to read, interpret and explain policies, procedures and instructions	Effective communication & interpersonal skills Able to listen, and pick up verbal and non-verbal cues; committed to finding ways to communicate with non-verbal people and to explore options Literate, able to write reports
<b>IT SKILLS</b>		Computer literacy: can use email, databases, word processing packages, electronic timesheets, in-house database
<b>PERSONAL QUALITIES</b>	Is proactive and able to make a contribution to the organisation through own ideas and activities	Can work under pressure; able to manage crises, and work proactively to avoid crises Demonstrates integrity, trustworthiness and the ability to reflect on own behaviours, performance and motivation.
<b>DRIVING</b>	Holds a full driving clean licence, willing to drive Hōhepa vehicles	

## General Conditions of Employment

Any offer of employment will be subject to a satisfactory Police Clearance. Hōhepa takes up a police vetting report on all employees at the start of employment and then every two years. If you are convicted of an offence after being employed by Hōhepa it is important that you declare this promptly; if an undeclared conviction shows up on a future police report, this could be regarded as a breach of trust and may lead to disciplinary action including potential dismissal.

You confirm that you have the right to work in New Zealand, and agree to provide documentary proof (eg through a birth certificate or passport).

### Hours of work:

Monday to Sunday: 5 days on, 2 days off. Full time work is 40 hours per week, including a weekend day. (Exact working days/hours can change to meet operational needs, and flexibility is offered and expected.) Work on some public holidays will also be required.

As a salaried manager you would be expected to respond outside of usual hours where needed, for example in a health or behavioural emergency – Time in Lieu or overtime may be agreed where significant 'out of hours' work has been needed.

### Smoking, Drugs and Alcohol:

Hōhepa is a completely smoke-free environment, including buildings, grounds and vehicles; if you accept employment with us you guarantee that you **will not smoke** (even during break times) during work hours.

You must also agree to attend work **free of any adverse effects of alcohol or drugs** (including illegal drugs and similar substances); and to consent to pre-employment testing then random testing if you are employed.

**Note:** as Hōhepa is in a period of organisational development, the accountabilities of this role may expand or change over time. All Hōhepa job descriptions are subject to review and change.