

Position Description

Service Manager | Kaiwhakahaere Haumanu

Reports to	Operations Manager
Service/Team	Te Tira Ura Ora Te Manawa Taki Mobile Hepatitis C Service
Responsible for	Peer Navigators (3), Registered Nurses (2)

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia
Tuia te muka tangata ki te pou tokomanawa
Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

About DISC Trust

DISC Trust is Aotearoa's leading harm reduction service and the only needle exchange provider in Aotearoa offering a comprehensive range of harm reduction services. DISC and the many legacy trusts which became part of DISC Trust, have been operating services for 35 years. We are a low threshold, grass roots, peer-based community organisation that has been successfully serving some of the most stigmatised people in Aotearoa. Tāngata whai ora trust us and feel safe engaging with our peer kaimahi. With a strong focus on equity, cultural safety, and community outreach, DISC brings clinical expertise, national leadership, and a commitment to best practice in hepatitis C care. DISC's evidence-based approach supports some of the country's highest testing and treatment engagement rates, particularly among people who inject drugs and underserved communities.

DISC Trust's Kaupapa

To enhance the health and wellbeing of people who inject and use drugs by providing leading practice in harm reduction.

Our shared vision

To deliver a peer-led, nurse supported model of care to deliver the Community Hepatitis C Service across Te Manawa Taki (Waikato, Lakes, Bay of Plenty, Taranaki, and Tairāwhiti). Our model builds on proven expertise in Hepatitis C outreach and treatment across Te Waipounamu and Te Tai Tokerau, ensuring that high-risk and underserved communities have accessible, equitable, and culturally responsive hepatitis C care.

Position Purpose

- Lead and manage a peer-led clinically supported outreach service designed to increase hepatitis C screening and treatment completion amongst people who inject drugs and other at-risk populations across Te Manawa Taki region.
- Expand access to point-of-care testing and treatment for underserved communities, including those with histories of imprisonment, unsterile tattooing, or blood transfusions before 1990, in alignment with the National Hepatitis C Action Plan.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Leadership in Service Delivery</p> <ul style="list-style-type: none"> • Oversee delivery of culturally appropriate, high-quality services aligned with Te Tiriti o Waitangi obligations, organisational values, and leading Hepatitis C practices, ensuring timely and appropriate delivery including regular supervision, coaching and performance management. • Provide oversight, direction and support to peer navigators and nurses across all aspects of their work. • Monitor weekly compliance with approved clinical pathways for AB Positive cases and ensure appropriate referrals to relevant services. • Coordinate with peer navigators, nurses, kaupapa Māori and community partners and stakeholders to schedule and deliver community outreach events, meeting testing targets, with periodic attendance for quality assurance. • Ensure approved tāngata whai ora questionnaires are used, written consent is obtained, and information collected meets reporting requirements in line with the Health Information Privacy Code. • Provide regular activity reports to line manager and monitor service effectiveness, developing continuous improvement plans with Operations Manager. • Deliver comprehensive contract and other required reporting with support from DISC Trust to Te Whatu Ora and the Te Manawa Taki Hep C steering group. 	<ul style="list-style-type: none"> • Required service standards are met in line with each service delivery contract. • Stakeholders express satisfaction with the services provided. • Hep C screening and treatment targets are met. • Service outcomes are regularly measured through ongoing monitoring, feedback from recipient surveys and external audits. • Required reports are produced in a timely manner. • Service improvements are identified and implemented as part of ongoing quality assurance and with input from DISC Trust via the steering group. • Accurate and relevant information is collected, meets reporting requirements and is held securely. • Complaints are dealt with appropriately and within agreed timeframes. • Adequate levels of equipment and supplies are maintained. • The Hep C Service vehicle is kept roadworthy. • Operates within budget parameters and delegated authorities; variances are adequately explained.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Manage complaints in line with organisational policy. • Effectively manage service resources including equipment procurement from Te Whatu Ora, budget compliance and vehicle maintenance with current registration, WOF and RUC as per lease agreement. • Ensure the services meets its requirements as an Authorised Alternative Provider of harm reduction equipment. <p>Team Management</p> <ul style="list-style-type: none"> • Recruit and orientate peer navigators with lived experience of injecting drug use and hepatitis C, and nurses, ensuring they attend all required training for their role. • Conduct regular one-on-one catch ups, coaching, team meetings and annual performance reviews. • Provide or facilitate access to regular supervision as required by role. <p>Relationship Management</p> <ul style="list-style-type: none"> • Work with Odyssey’s Te Puna Manaaki (Māori Leadership team) and DISC Trust to implement iwi, hapū and whānau engagement plans. • Establish and maintain effective relationships with kaupapa Māori providers, needle exchanges, pharmacies, community groups, social services, Corrections and other mental health addiction services throughout Te Manawa Taki. • Promote understanding of Hepatitis C and awareness of the mobile service across the region and with providers. <p>Steering Group Engagement</p> <ul style="list-style-type: none"> • Develop and review report commentary in collaboration with DISC Trust to ensure it is reflective of the reporting period. • Attend steering group meetings, providing information and responding to questions as required. 	<ul style="list-style-type: none"> • Peer navigators have established effective networks and connections to PWID and those at risk of hep C. • Feedback from and performance of new kaimahi indicates an effective induction process. • Line manager expresses satisfaction with team performance outputs. <ul style="list-style-type: none"> • Relationships and partnerships contribute to increasing testing and treatment rates. • Kaupapa Māori providers and other external stakeholders express satisfaction. • Key stakeholders demonstrate awareness of the Te Manawa Taki Hepatitis C service. <ul style="list-style-type: none"> • Steering group members express satisfaction with the reports and information provided.

Area of Responsibility	Performance Measures
<p>Health and Safety</p> <ul style="list-style-type: none"> Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi. Be familiar with and abide by the organisation’s health and safety policies and reporting procedures, ensuring others do the same as required. Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. <p>Te Tiriti o Waitangi</p> <ul style="list-style-type: none"> Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. <p>Professional Development</p> <ul style="list-style-type: none"> Be proactive in own professional development. Attend relevant organisational trainings as required. <p>General</p> <ul style="list-style-type: none"> Work cooperatively with colleagues and contribute actively to team meetings. Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. 	<ul style="list-style-type: none"> Risks (including Health and Safety, compliance and maintenance) are identified and reported. Plans are put in place to resolve and/or mitigate potential problems as required Issues are escalated to relevant manager as required. Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant. Follows correct protocols when using safety equipment. Workplace hazards are identified and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority. <ul style="list-style-type: none"> Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. <ul style="list-style-type: none"> Has an individual development plan which is implemented. Attends organisational training required for role. <ul style="list-style-type: none"> Regular attendance at team meetings and makes useful contributions. Work is undertaken and completed; commitment and flexibility are demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Te Manawa Taki Hep C team members • Operations Manager • Administrator • Steering Group members • Pou Matua • Lived Experience Lead • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • DISC Trust kaimahi • PWID and other vulnerable groups who may have Hep C in the Te Manawa Taki region • Kaupapa Māori service providers • Other health, social service and community providers • Corrections staff • Te Whatu Ora staff • Existing contract providers

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • Relevant leadership experience, including experience of leading a multi-disciplinary team in a social services, health, health promotion, mental health and/or addiction setting • Strong organisational and coordination experience • Understanding and commitment to harm reduction principles • Demonstrated understanding of and experience of addressing stigma of people who inject drugs, use substances, and/or have mental health and addiction issues • Previous experience coordinating events in collaboration with others • Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role • Understanding of and interest in Odyssey's work • Proven expertise in using Microsoft suite applications • Full current NZ drivers license • Relevant tertiary qualification (L6/L7) e.g. Bachelors in Health Promotion, Bachelors in Nursing is desirable • Established relationships with community providers within the Te Manawa Taki region is preferred
Skills and Abilities
<ul style="list-style-type: none"> • Strong interpersonal and communication skills • Ability to establish and maintain effective relationships with a range of stakeholders • Ability to travel (drive) and to be away overnight at times within the Te Manawa Taki region • Demonstrated organisational skills • Ability to work under pressure, complete work on time and to a good standard • Ability to work with limited supervision • Demonstrated awareness of diverse cultures, identities and experiences, including rainbow communities • Willingness to consider other viewpoints and adjust decisions as appropriate • Self-motivated, able to take the initiative and adapt decisions as appropriate • Ability to show discretion and tact • High regard for security and confidentiality, including client information • Fluency in English (written and spoken) • Ability to diffuse conflict • Demonstrated IT/word processing skills • Ability to acknowledge own limitations and be proactive with own self-development

Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

Whakawhirinaki Trust	Reliable and shows great integrity.
Pono Honesty	Transparency and openness underpin all actions.
Haepapa Responsibility	Achieves and surpasses goals.
Matapōpore Concern	Empathic and interested in the wellbeing of others.
Aroha Love	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.