

Position Description – Community Practice Manager

Position:	Community Practice Manager	
Reporting to:	General Manager	
Business Group:	SILC	
Team:	Service Leadership Team	
Location:	Head Office	
Staff Responsibility:	Number Direct Reports: TBA and varies	Number of Indirect Reports: TBA and varies
Effective Date:		

Our Purpose

Push the boundaries to ensure everyone has the opportunity to live a good life.

Our Values

- Visionary - Planning the future with imagination and wisdom.
- Inclusive - Assuming a community where everyone belongs.
- Excellence - To be the best we can.
- Wellbeing - Taking a holistic approach to the lives of people and our community.

Our Philosophy

The SILC Charitable Trust believes all people are valuable contributing members of their communities.

Communities need support to embrace all people to ensure their community is a place where everyone belongs.

Our Greatest Imaginable Challenge

"To bring the principles of Enabling Good lives to life in their entirety".

The "Enabling Good Lives" Principles

"Self Determination"

"Beginning Early"

"Person Centred"

"Ordinary Life Outcomes"

"Mainstream First"

"Mana Enhancing"

"Easy to Use"

"Relationship Building"

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Position Purpose

- To lead the delivery of a high quality, person directed service to the people supported by SILC's services that aims always for authentic and positive partnership with disabled people and their whanau.
- To act as the lead for the assigned portfolio, including relationship management with external funding agencies.
- Management of all specific processes and delivering on appropriate service specifications and standards.
- To ensure funded supports are designed and delivered in a way that supports people living with disability to have the best lives possible and to improve their social value within the community.
- To ensure funded supports meet all contractual obligations, is coherent with Enabling Good Lives principles, and promotes and protects the rights, interests, needs and choices of the people we serve.
- To develop and maintain positive, constructive partnerships within the community with those agencies and stakeholders who share our values to better serve disabled people and their whanau.
- To ensure all resources, including human resources, are managed in a way that is efficient, fair and equitable, and within approved budgets.
- To manage and lead direct and indirect reports to be maximally effective in their roles.
- To ensure the operations of the service align with and contribute to delivery on all business goals.
- To contribute to the organisational objectives and initiatives.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Disabled people and their whanau • Board • CEO • General Manager • Service Leadership Team • Line Managers and Executive Team • Support Workers 	<ul style="list-style-type: none"> • The community • Related disability and community agencies • Government departments • Health professionals and their organisations

Key Accountabilities

<p>Purposeful meaningful outcomes for people we serve</p>	<ul style="list-style-type: none"> • Ensure all supports and practices of staff truly promote individual choice for people to lead lives that are purposeful and aspirational. • Develop opportunity for inclusive practices for people supported and whanau. • Generate creative and responsive support options to meet reasonable and realistic expectations. • Develop and deliver support options that are individually focused and person driven. • To ensure individual service plans are implemented and reviewed within agreed timeframes for all persons through the coordination of a service planning process. • Manage the expectations of people accessing services, and their whanau. • Manage support needs and requirements within resource allocation and limitations. • Working with the General Manager, and Service Leadership Team and other key staff to develop and provide support in a new and creative way that supports the principles of Enabling Good Lives and Personal Outcome Measures.
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<p>Leading the service team to be maximally effective in their roles</p>	<ul style="list-style-type: none"> • Ensure teams have a full complement of trained staff in order that scheduling requirements are met. • Ensure appropriate and timely recruitment to vacant support hours, and that all staff are orientated, trained and supervised per company policy and procedure. • Managing all leave requirements of direct reports and ensure all leave balances are managed within company policy and procedure. • Responsible for effective utilisation of resources by liaising with Team Leaders and Service Coordinators to ensure the development of rosters that are flexible, meet the needs of people accessing services, staff. • Managing the competing priorities of business sustainability with the needs and wishes of the people we service. • Ensure all decisions involving staff are lawful, fair and reasonable and comply with relevant legislation. • Ensure appropriate management cover of services in the absence of line managers. • That direct reports are inspired, led, mentored, supported, developed and resourced to achieve or exceed performance expectations. • That direct reports are empowered to take responsibility for their own actions and engage in joint problem solving with one another and with other stakeholders. • Direct reports have regular coaching and supervision and best practice coaching is modelled. • Direct reports are held accountable for their performance and delivery on KPI's. • Maintain and further develop a positive organisational culture which supports and empowers staff to facilitate the best possible outcome for the people we support. • Responsibility for the completion of investigations, reporting and facilitating of disciplinary matters in conjunction with the General Manager.
<p>Manage relationship and delivery on specified contracts</p>	<ul style="list-style-type: none"> • Manage and grow the relationship with designated government agencies where designated. • Provide accurate outcomes reporting on all contracts to General Manager in the specified time frames. • Identify and respond to opportunities to grow services. • Lead on new business efforts as delegated.
<p>Financial</p>	<ul style="list-style-type: none"> • Ensure all resources are effectively used to deliver on our purpose and promise to disabled people ensuring that funded supports we provide are viable and sustainable in the longer term. • Working with the Service and Business teams to ensure standards are not only met but exceeded as evidenced by internal and external audits and evaluations • That effective and efficient processes and systems are in place and used to support the operation of the service • Provide oversight and analysis of all outcomes reporting including financial, identifies all anomalies and elevates appropriately.
<p>Commitment to Health and Safety</p>	<ul style="list-style-type: none"> • Health and Safety and service safeguards will be maintained and further enhanced • Participate and contribute to Health and Safety practices and meetings.

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	<ul style="list-style-type: none"> Follow up all Health and Safety concerns as they arise. Take personal responsibility for own safety and understand the relevant Health and Safety legislation. Ensure prompt and accurate reporting of incidents and accidents, and ensure all reports are investigated appropriately. Participate in the ongoing development and delivery of training to staff and to the community as required by the organisation from time to time. Commitment to ensuring the ongoing training and up skilling of all staff with regards to Health and Safety Responsibility for the health, safety and wellbeing of teams of people by ensuring, through supervision with direct reports that team members are taking annual leave, managing personal issues and identifying any assistance staff require.
On Call	<ul style="list-style-type: none"> Be part of a rostered on call team.
Learning and Development	<ul style="list-style-type: none"> Take personal responsibility for own professional and personal development. Actively participate in supervision with General Manager. Contribute to the organisations training programme as required and designated.
Treaty of Waitangi	<ul style="list-style-type: none"> SILC is committed to its obligations under the Treaty of Waitangi. Recognising, acknowledging and respecting the principles of partnership, participation and protection in the Treaty of Waitangi. Understanding that Maori have unique needs and interests relating to their support and is committed to attaining this level of assistance in the most appropriate manner.

Knowledge, Experience, Skills and Attributes

- Has personal experience of disability.
- Hold a tertiary (degree above) qualification in relevant Health or Social Sciences.
- 5 years plus previous experience in Health, Disability or Social Services Sector.
- 5 years plus senior leadership experience.
- Evidence of planning and development of services within the Social Services Sector.
- A sound knowledge in disability theory including Social Role Valorisation, Social Model of Disability and Personal Outcome Measures as well substantial experience in successfully translating this knowledge into the provision of quality services.
- The ability to look beyond immediate service issues and identify broader opportunities and issues for people accessing services, families and support staff both in internal and external environments.
- Ability to motivate others to work together to deliver quality services – this includes the ability to build effective teams and an enthusiasm for working co-operatively with others.
- Manage with an emphasis on the empowerment of others and delegation of tasks and projects.
- Possess the personal attributes required to lead teams in an effective way.
- The ability to express thoughts and ideas clearly and effectively to a range of different audiences and in a variety of formal and informal situations.
- Excellent organisational, time management and problem-solving skills.
- Excellent interpersonal skills – someone who actively listens, is adaptive and cooperative.