

Position Description

Position:	Service Manager Whanau Oranga		
Review Period:	This document is subject to annual review or review by mutual consent		
Location:	Ruatoria		
Reports To:	Senior Manager, Whanau Oranga		
Type of Position:	Fixed term	Hours / Week:	40

Position Objective:

To contribute to the achievement of the strategic goals and objectives of Te Runanganui o Ngati Porou specifically through the coordination of Whanau Oranga initiatives with a primary focus on building resilience for whanau.

Key Relationships:

Internal	Whanau Oranga Senior Manager Whanau Oranga Service Managers Chief Executive Officer
External	

Authorities:

- Nil

Key Accountabilities:

1. Organisational Management:

- Assist in the preparation of the Annual Business Plans for Whanau Oranga.
- Responsible for managing the activities of designated Whanau Oranga services.
- Responsible for ensuring the efficient and effective delivery of all programmes within Whanau Oranga Services and for ensuring that all activities meet the expected outcomes as per the Annual Business Plan within the Annual Budget.

2. Financial Management:

- Ensuring that all programmes are effectively delivered within budget and in accordance with TRONPnui financial policies and procedures.
- In consultation with the Senior Manager, confirm the Annual Budgets for Whanau Oranga.

3. Service Management:

- To provide strategic management.
- Implement quality assurance procedures and controls.
- To provide quality information to the Senior Manager to ensure the completion of reports are in line with contractual obligations and forwarded to Funders within the required timeframes.

4. Relationship Management:

- Establish and manage effective working relationships with Whanau, Hapu, Iwi and the Community.
- Establish effective working relationships with Community Service Providers and Government Agencies.
- Manage and facilitate good relationships with Community Service Providers.

Personnel Management:

- Manage staff training and development plans.
- Facilitate appropriate levels of staff supervision.
- Undertake ongoing performance management.

All of the information provided in this document is intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned.

Person Specifications:

Qualifications

- Business Management desirable

Experience

- Extensive successful experience in a supervisory or advisory role within a service delivery operation in social work services or comparable organization.
- Knowledge and/or experience of contemporary issues in social services delivery.
- Experience in and demonstrated ability to use influence to improve service delivery
- Demonstrated commitment to the knowledge base underpinning good practice and the ability to communicate this effectively to others
- Demonstrated experience in managing complex practice and casework.
- Demonstrated ability to work in collaborative peer and other stakeholder relationships.
- Academic commitment to on-going learning and development.
- A sound knowledge of relevant legislation
- Understanding of the social services environment and the complexity of pressures that can impact on staff
- Resiliency and ability to recover from setbacks and work under pressure
- Experience in leading and managing change

Operational Competencies

Verbal and written communication skills

Professional personal presentation

Customer service orientation

Information management

Organizing and planning

Attention to detail

Initiative

Reliability

Organisational Competencies:

- Demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's purpose
- Perform all key accountabilities outlined above in accordance with the strategic direction, mission, policies and procedures of the organisation
- Actively participate in performance management strategies that align with the goals and strategic direction of the organisation
- Commit to ensure that all practicable steps are taken to guarantee the health and safety of themselves and others in the workplace
- Ownership of opportunities and issues, finding solutions and initiative to make things happen
- Being flexible, innovative and open to continuous learning in a changing environment