

Position Description

Position Title:	Poukura Hinengaro Service Manager, Mental Health & Addictions
Service:	Ohu Hinengaro (Mental Health & Addictions Services)
Reporting to:	Manukura Hauora Chief Executive Officer
Location:	Thames,
Hours:	40 hours per week (1.0 FTE)
Salary band:	Ohu Whakahaere (Management)

Te Kaupapa Tauāki

Purpose Statement

Reporting to the Manukura Hauora, and through the provision of high-quality operational leadership and management, the Poukura Hinengaro is responsible for the day-to-day management of direct reports, overall responsibility for Ohu Hinengaro kaimahi (staff), service provision, timely and accurate contract oversight and reporting, and ensuring such services and programmes respond appropriately and efficiently to support improvements in the overall health and wellbeing of our Hauraki whānui – *Mō tātou o Hauraki*.

The provision of such operational leadership, for Ohu Oranga o te Tangata, includes maintaining the importance of indigenous service models, matauranga Māori, and approaches that transform systems and processes that address health inequities for Māori, provide whānau with service choices. and improve outcomes for whānau.

Responsibilities will include recruitment and development of our workforce ensuring services are aligned with our pukapuka mahi (operational manual), tikanga (organisational policies and procedures) Kaupapa (mission), Mātāpono (values), as well as all other contractual and regulatory requirements. The Poukura Hinengaro will provide supervision, support and leadership that fosters a collaborative environment embracing our principle of *'embracing feedback - Mā te kōrero urupare, kātahi nā ka tika'*.

Building and maintaining strong relationships with external stakeholders and providers and being an advocate for hauora Māori (Māori health and wellbeing) within the rohe of Pare Hauraki, is important. This role will form part of Ohu Whakahaere (the senior leadership team), so providing accurate and clear advice to the Manukura Hauora and amongst Ohu Whakahaere is essential.

Whanaungatanga

Working Relationships

Internal:

- Service Leadership Team, Ohu Hinengaro
- Kaimahi of Te Korowai Hauora o Hauraki (including contracted and voluntary)
- Executive Committee Members, Te Korowai Hauora o Hauraki Inc

External:

- Service users and their whānau.
- Local NGO & Hauora Māori/Iwi providers.
- Primary care and Primary healthcare providers.
- Government and community agencies.
- Vendors and suppliers.
- Other External Stakeholders, as appropriate

Te Moemoeā me te Kaupapa

Vision and Mission

Our Vision

Hauraki as a healthy nation.

Our Mission

To continually strive for excellence in the way we provide our services to our people and in the way we involve our people.

Te Mātāpono		Core Values
Whanaungatanga		<i>We ensure we always work together as a whānau and in doing so create a sense of unity.</i>
Manaakitanga		<i>We care for one another.</i>
Kotahitanga		<i>We stand together as one, one whānau, one organisation, one community.</i>

Te Kawa o Te Korowai Hauora o Hauraki

As an employee with an iwi-based, rural kaupapa Māori organisation, there are cultural expectations to be fulfilled which encompass Tikanga Māori philosophy and approaches. All kaimahi are expected to actively participate in cultural events and learning opportunities that will increase their cultural understanding.

As a Kaupapa Māori hauora provider, Te Korowai Hauora o Hauraki encourages all its kaimahi to be smokefree and will support kaimahi who do smoke to quit. At Te Korowai Hauora o Hauraki we promote a healthy lifestyle for our whole workforce.

All kaimahi are expected to support the Board (Executive Committee), Manukura Hauora (CEO), Ohu Whakahaere (Senior Leadership Team) and other kaimahi to reach the objectives of the strategic plan for the organisation, and to support the kaupapa of Te Korowai Hauora o Hauraki. All kaimahi must ensure that personal conduct actively contributes to the building of a motivated, positive, and successful workforce and must always represent Te Korowai Hauora o Hauraki in a professional manner, ensuring personal conduct is ethical and with integrity.

Pono ki te Kaupapa	Key Accountabilities
Strategic Development & Service Management	
<ul style="list-style-type: none"> ▪ Ensure the service supports organisation goals and strategic plans and integrates with other Te Korowai services across the organisation. ▪ Contribute as part of the management team to the development of strategic planning, annual planning and budgeting procedures, reviewing operational plans, and providing accurate and clear advice to the leadership team is essential. ▪ Manage all Hinengaro (mental health and addictions) services to whānau ensuring quality, staffing, budget, and timeframes are adhered to and all contractual outcomes are met. ▪ Ensure all staff have internal and/or external supervision, peer support and leadership that fosters a collaborative environment embracing our principle of hongī hongī te wheiwheia – or embracing feedback. 	
Relationship Management	
<ul style="list-style-type: none"> ▪ Promote Te Korowai Hauora o Hauraki both internally and externally at all possible opportunities. ▪ As part of the Management team, support the development and implementation of internal and external organisation promotion initiatives and policies that actively support and contribute to enhancing the organisation. ▪ Develop and maintain positive relationships with funders. ▪ Represent the organisation at related forums, and be the organisation contact with external stakeholders, where appropriate. 	
People Management	

- Comply with employment legislation, and attend relevant training as required, to ensure best practice and up to date knowledge.
- Develop and maintain a positive and healthy work environment and culture to promote effective and efficient work practices and quality service outcomes.
- Day to day management of Ohu Hinengaro kaimahi ensuring quality and competent employees are engaged and professional development is supported:
 - Follow organisation HR policies, processes and recommended practice, with regards to responsibilities for staff management.
 - Leave balances, including TOIL are monitored and addressed.
- Employ kaimahi with the right skills, knowledge and attitude to deliver the service.
- Support supervision, professional development and culturally safe practice for all kaimahi. Ensure staff undergo regular performance appraisals.

Internal and External Relationship Management

- Ensure all referral pathways are effective and efficient, and regularly monitored and reviewed to ensure on going efficiency.
- Promote Te Korowai Hauora o Hauraki both internally and externally at all possible opportunities.
- As part of the Management team, support the development and implementation of internal and external organisation promotion initiatives and policies that actively support and contribute to enhancing organisation.
- Ensure all new contracts and collective opportunities are explored.
- Develop and maintain positive relationships with funders.
- Ensure the organisation is aware of and responds to industry changes.
- Represent the organisation at related forums, and be the organisation contact with external stakeholders, where appropriate.

Financial Management

- Ensure all services are invoiced appropriately within contractual timeframes.
- Actively work with the Manukura Hauora and Poukura Putea in setting, monitoring and adhering to budgets, by ensuring sound explanations are provided to support budget variances and exceptions
- Ensure payroll processes run smoothly each fortnight, for self and respective Ohu, by ensuring such information required is acted on promptly.
- Maintain positive communication with Ohu Putea (Finance and Administration)
- Maintain business acumen to develop the business unit and maximise funding opportunities.
- Ensure operational financial risks are managed, measured, mitigated, and monitored to optimise business outcomes.
- Ensure external auditors' observations, pertaining to contract accountabilities, is completed and/or resolved in a timely manner.

Quality & Risk Management

- Maintain an overall understanding of both service and organisational contracts to ensure activities align with goals and planned outcomes.
- Audits**
- Ensure internal audits are scheduled appropriately, with corrective actions addressed by staff within agreed timeframes.
- Risk Management**
- Overall responsibility for Ohu Hinengaro to ensure all strategic risks are identified and elevated to the Manukura Hauora, with a view to being submitted to the Board for discussion.
- Policies and Processes**

- Ensure all policies, processes, protocols and standards follow evidence and best practice, are implemented and adhered to by staff.
- Ensure Ohu Hinengaro services and programmes are delivered in a safe and professional manner.
- Oversee the development of service specific policies and procedures for signing off with the Manukura Hauora and implementation within the organisation.
- Provide policy, legislative information and best practice advice to Manukura Hauora and colleagues.

Being part of the team - Te Korowai Hauora o Hauraki

- Actively and positively participate as a member of the team
- Proactively look for opportunities to improve the operations of Te Korowai Hauora o Hauraki
- Perform other duties as may be reasonably required, from time to time, by the Manukura Hauora or their delegate.
- Adhere to all Te Korowai Hauora o Hauraki policies, procedures, guidelines and standards of integrity and conduct.
- Comply with and support all health and safety policies, guidelines and initiatives
- Demonstrate a commitment to and respect for te Tiriti o Waitangi and incorporate these into your work

Personal/Professional Development

- Maintains own professional development by attending agreed educational/training programmes.

Privacy and Confidentiality

- Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Te Korowai Hauora o Hauraki Privacy Policies and Procedures.
- Complete mandatory training on Privacy responsibilities.

Health and Safety

- Take responsibility for own health, safety and wellbeing in the workplace and community.
- Ensure own actions keep self and others safe.
- Identify, report and assist to eliminate hazards in the workplace.
- Participate in local workplace safety management practices.

Ngā Whakaritenga Tangata

Person Specification

Essential Competencies

Ngā Pūkenga me Mātauranga Experience, knowledge and skills

- Relevant tertiary qualifications in Mental Health, Management, Health, Social Sector or relevant similar qualifications are desirable.
 - A clean, current drivers' licence is essential and a willingness to drive the organisation's fleet vehicles.
 - Willingness to travel within the Hauraki rohe and within Aotearoa to fulfill the requirements of the role.
- Experience**
- A minimum of 5 years' previous experience in a senior mental health position with relevant experience in understanding the mental health care and primary care sector is preferred.
 - Previous experience in the management of teams.
 - Experience in business planning, financial management, resource allocation and performance monitoring processes

	<ul style="list-style-type: none"> • Demonstrated management experience in complex politically sensitive environments, with awareness of legislation affecting areas of responsibility • Proven successful experience in risk assessment and management • Demonstrable critical thinking and reflective practice and is able to apply insights for continuous improvement to both personal and organisation practice, process and systems. • A strategic thinker with the ability to be innovative and lead the service in a practical and relevant way. • Demonstrable understanding of operational management. <p>Skills</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills demonstrated in a range of situations, including negotiation and conflict resolution skills. • An ability to communicate complex ideas to a variety of audiences and, build and maintain rapport with others • Strengths-based leadership, with the ability to collaborate with others across Te Korowai Hauora o Hauraki activity to achieve mutually agreed goals. • Aptitude to coach, mentor and enhance overall capability in people. • Ability to influence action in areas for which they have responsibility. • Has political acumen with respect to navigating complex relationships. • Strong problem-solving skills where able to anticipate and resolve problems and make decisions on sound risk management analysis. • Strong relationship management skills including experience working in partnership with and maintain effective relationships
<p><i>Whakataketakehia tō wāhi – Indigenise your space</i></p>	<ul style="list-style-type: none"> • Actively promotes an environment which reflects the tikanga of the organisation where Te Ao Māori tikanga and values take precedence. • Develops own competency in pronouncing Māori names.
<p><i>Ko te ara o Tāwhaki he mutunga kore! - Remain an active learner</i></p>	<ul style="list-style-type: none"> • Accept that with whānau, they are active participants sharing aspirations, and both parties learn, give and accept koha (offering) from the relationship. • Demonstrates to whānau that positive engagement and learning is valued and acted on.
<p><i>Mā te kōrero urupare, kātahi nā ka tika - Embracing feedback</i></p>	<ul style="list-style-type: none"> • Promotes an environment which values feedback as an important part of change and learning process. • Provides feedback in real time wherever possible and is open to receiving and acting on feedback from others.
<p>Equity for Māori</p>	<ul style="list-style-type: none"> • Understands the health sectors legal obligations in reducing health disparities and improving health outcomes for Māori. • Strengthens critical analysis skills and recognises stereotyping and discrimination that creates barriers for whānau to high quality health care. • Shares the contributions of colleagues towards the organisations goal of achieving health equity for Māori. • Strengthens understanding of indigenous models of health and wellbeing and supports initiatives that meet the needs and aspirations of Māori.

System change	<ul style="list-style-type: none"> • Develops understanding of the root causes of health disparities and be an active participant in supporting system change to achieve equitable outcomes for Māori. • Critically reflects, acknowledges, and addresses own conscious or unconscious bias and the impact this has on perpetuating institutionalised racism and health inequalities.
Relationships	<ul style="list-style-type: none"> • Develops and maintains effective and respectful relationships with whānau, peers and colleagues encouraging collaboration and effective engagement. • Maintains trust and confidentiality of information shared by whānau and seeks consent to share information when required.
Making improvement	<ul style="list-style-type: none"> • Looks for opportunities to improve processes informed by data/information. • Able to think creatively and provide a range of solutions and recommendations to address an issue. • Applies organisational values in decision-making.
Performance	<ul style="list-style-type: none"> • Routinely collects ethnicity data to inform own performance. • Prioritises tasks and completes work within required timeframes. • Is action orientated and undertakes duties with professionalism and enthusiasm. • Motivates others to overcome obstacles and achieve goals.

I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

- This position description may be amended by the employer following reasonable notice to me
- I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

Employee name:

HR/Manager name:

Employee signature:

HR/Manager signature:

Date:

Date: