



Our Vision: People who experience mental illness and addictions living well.

Our Mission: To contribute positively to the recovery of people who experience mental illness and addictions through the provision of quality community services, social housing and by supporting mental health sector development.

Job Description

Title: Service Manager – Community Support Services

Location: 334 Lincoln Rd, Addington, Christchurch

Reports to: Director of Services

Main Purpose of Position:

Reporting to the Director of Services, the Community Support Services Manager is accountable for operational oversight, leadership, and performance of the Comcare Support Services function. To ensure external contracted quality and volume requirements are efficiently delivered to Comcare's clients through a well-trained and supported workforce with sound, consistent processes, in line with Comcare's vision, mission and policies.

The role is accountable for sustaining and enhancing the Community Support Services function to ensure quality and consistency of services and practices, providing leadership that empowers and inspires a culture of team performance and best practice.

The Community Support Services Manager in conjunction with the Director of Services is accountable for identifying and mitigating risks, implementing internal processes and controls, policy development and adherence, and reporting on Service continuous improvement/quality programmes

Functional Relationships:

Internal	External
Direct Reports	Sector Leadership Groups
Senior Management Team	Contracting Agencies
Executive Leadership Team	Specialist Mental Health Services
Clinical Lead	Community and Statutory Agencies

Authorities: As per Delegations policy





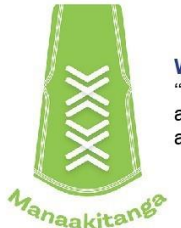


Functions	Key Responsibilities
Leadership	<ul style="list-style-type: none"> • Model and lead by example our Comcare Uara and coach and develop staff to incorporate our Uara into their everyday ways of connection with colleagues and their practice with our clients. • Inspire achievement and professional development through role modelling our Uara, communicating the vision, and engaging people with Comcare's strategy and vision. • Establish clear accountabilities and expectations of behaviour and performance within the service. • Continually review the performance of direct reports and manage performance effectively and in a timely manner, setting appropriate key performance indicators and developing professional development objectives with each role. • Ensure all staff receive Supervision as per Comcare's policy. • Create and foster a culture that encourages and supports diversity. • Develop a cohesive, high performing Community Support Service. • Support all direct reports to perform and develop and ensure they have current performance plans and appraisals. • Appropriately experienced and/or qualified staff are recruited for vacancies following review, with the Director of Services, of position performance, contract requirements and budget. • Staff are supported and supervised to complete job tasks and practice within the philosophy, practice model and policies and procedures of Comcare Trust.
Service Development	<ul style="list-style-type: none"> • Alongside the Director of Service, plan the direction and development of services in line with sector trends, client and Whanau needs, and staff feedback. • Actively participate in organisation wide service development activities, supporting other senior managers develop services that can operate cohesively and collaboratively together. • Develop and maintain liaison and relationships with sector and community stakeholders. • Develop and nurture relationships that support and enhance the role and reputation of Comcare in the social service sector(s). • Develop stakeholder engagement plans to support relationships with funders, Iwi, sector, communities, and other relevant stakeholders.
Service Delivery	<ul style="list-style-type: none"> • The quality-of-service delivery meets Comcare's quality requirements and contract requirements.



	<ul style="list-style-type: none"> • All service delivery requirements are described in procedures that reflect Comcare Service delivery framework policies and any approved Service policy. • Contracted and non-contracted activities will meet agreed financial and service delivery volumes.
Financial Management	<ul style="list-style-type: none"> • With the Director of Services, develop a budget proposal based on current service delivery requirements and proposed developments (in 1), for presentation to the CEO as part of the organisation annual budgeting cycle. • Ensure expenditure remains in line with agreed budget. • Ensure systems exist within the service to ensure routine monthly accounts are received and approved and forwarded to financial administration team in a timely manner for inclusion in the monthly payments. • Ensure systems exist within the service to ensure staff do not exceed approved expenditure limits or act without prior approval of the manager for one off events.
Contract Performance monitoring	<ul style="list-style-type: none"> • With the Director of Services, set contract performance levels for contracts under negotiation. • Ensure the Service meets contracted outcomes, outputs, FTE levels and quality requirements identified in contract documents. • Monitor and report on progress of performance utilising data analytics.
Risk Management	<ul style="list-style-type: none"> • Proactively manage risk across Community Support Services. • Know Comcare's risk management approach and apply this when assessing, elevating, and mitigating risks. • Assess new risks or change in status of risks, and plan for risk areas that are inherent in the service. • Ensure relevant Executive Team members are aware of risks and issues in a timely manner incorporating a 'no surprises' approach.
Service Administration	<ul style="list-style-type: none"> • Ensure administration processes as agreed by the senior management team in all areas of functioning are applied within your service. • Ensure as a manager, that you have the required support from the Business Support Administration team (BSA), to enable you to enable you to perform your role. • Ensure the staff receive the administration support from both managers and BSA's to enable them to fulfil their roles. • Ensure required resources are procured for the service. • Maintain responsibility directly, or by delegation, for the resources, assets, chattels and vehicles of the service.



Honouring te Tiriti o Waitangi	<ul style="list-style-type: none"> • Develop approaches for partnering with mana whenua, Māori with lived experience of mental health and addiction services and their whanau. • Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities. • Lead and support initiatives to increase responsiveness to Māori, and actively include Te Ao Māori into service practice.
Development	<ul style="list-style-type: none"> • Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position. • Over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance their skills, knowledge and abilities. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee will from time to time be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities.
Health and Safety	<ul style="list-style-type: none"> • Proactively support and follow our Health and Safety programmes, Policies and Procedures. • Ensure services are delivered in line with Comcare's Health and Safety Policies and Procedures. • Ensure the Wellbeing of Comcare's clients, tenants and staff are at the forefront of any decision taken. • Acquire, and keep up to date knowledge of work health and safety matters that relate to the Community Support Services function. • Assess and mitigate and manage risk, including no cultural harm. • Ensure accidents and incidents are reported in a timely manner and any investigations that occur are suitably managed with recommendations for improvement communicated and implemented in a timely way.

<p>Anei ā mātou whanonga pono / Our Values</p>	 <p>We Statement 'We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.'</p>
	 <p>We Statement "We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.'</p>
	 <p>We Statement "We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust.'</p>
	 <p>We Statement 'We support the mana of each other through respect, collaboration and communication.'</p>
	 <p>We Statement 'We protect and preserve taonga for whānau and generations to follow.'</p>

This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.



Person Specification

Qualifications/Background:

- A tertiary qualification in health and/or management (or relevant qualification or equivalent experience)
- At least 5 years' experience leading core services and operational delivery
- Proven experience implementing practice principles and models of care
- 3+ years' experience in a leadership role

Experience / Knowledge / Skills:

- Demonstrated people leadership capability
- Proven experience implementing and monitoring, best practice service delivery
- Experience in reporting against objectives resulting in consistency and control of key service delivery outcomes
- Proven experience in operational improvement and performance enhancement
- Demonstrated people leadership capability for building a high performing team, proven results in improving engagement, organisational talent, performance management strategies and personal development
- Able to demonstrate in knowledge and practice the principles of the Te Tiriti O Waitangi
- Demonstrated experience of effective management of organisational risk and assurance, which enables the business to make improvements that achieves key business outcomes and enables transparent decision making informed by timely, accurate and robust information and advice
- Proven experience implementing, monitoring, and updating best practice external and internal service delivery systems and controls, aligned to the operating, reporting and compliance objectives of the organisation, and resulting in consistency and control over key service delivery outcomes
- Proven ability to maintain awareness of current market, economic, legislative, and political trends to maximise opportunities and minimise risk
- Demonstrated track record of improvements in client/stakeholder satisfaction through establishing credibility, personal impact and building excellent working relationships
- Demonstrated strong negotiation skills, high level of communication and influencing capability and adaptability at all levels

Date: Oct 2024

Signed by:

Date:

Employee:		
Employer:		