

## Role Overview

The Area Manager leads and manages the delivery of person centred support services in a designated area in accordance with IHC's Philosophy and Policy.

## High-Level Responsibilities

- Provide leadership and direction to the Area Management Team consistent with IHC's strategies and operational goals.
- Contribute to the planning and delivery of a culture where quality and safety are top priorities, ensuring compliance with quality and safety systems.
- Develop and maintain positive relationships with service users and their family/whānau to achieve their desired outcomes.
- Contribute to development of the range and quality of the organisation's services.
- Maintain effective financial management of resources allocated.
- Lead, manage and develop staff in a way which enables full participation, retains key staff and ensures quality service and business growth.
- Champion Health and Safety and promote activities that optimise the health and wellbeing of staff and service users.
- Provide leadership for IHC's bicultural initiatives.
- Build links with community organisations to enhance IHC's reputation and advance the interests of people with an intellectual disability.
- Ensure a close liaison with local Association(s) / Association Chair(s) that strengthens the governance/management relationship within IHC.
- Promote the interests and wellbeing of people with an intellectual disability and their families.
- Promote the development of self-advocacy within IHC at an Area level
- Undertake projects as may be required from time to time by Regional General Manager.

## Skills and Experience

- Demonstrated financial management expertise.
- An ability to look at the big picture and translate that into a strategic and business plan.
- Demonstrated ability to mentoring and coach staff and colleagues to apply the principles of person-centred support.
- Highly developed written and verbal communication and interpersonal skills,
- including ability to ensure positive relationships are developed with service users and their families/whānau.
- An ability to initiate, embrace, drive and manage positive change.
- Demonstrated awareness, sensitivity and commitment to the Treaty of Waitangi.
- Significant experience in making presentations, effective networking, negotiating, consulting, influencing and facilitation.
- Demonstrated problem solving expertise.
- An ability to plan, implement and produce successful outcomes.

## Qualifications

- A relevant tertiary qualification is preferred
- Certifications in Quality and Systems training desirable (i.e. adverse event analysis/investigation, complaints resolution, auditing, and improvement and safety science methods)

# Area Manager

High level responsibilities	Expected outcomes
Leadership and Direction	<ul style="list-style-type: none"> <li>• Demonstrates awareness of service trends and sector issues that impact on IHC.</li> <li>• Prepares business plans (including service and property plan) that provide clear direction for services and are understood and “owned” by all stakeholders.</li> <li>• Satisfaction expressed by regional team with direction and leadership provided.</li> <li>• Builds a culture and develops ways of working which reflect IHC’s values.</li> </ul>
Quality Services	<ul style="list-style-type: none"> <li>• Personal Plans reflect individual needs and desired outcomes, and influence service planning and delivery.</li> <li>• Cardiff Health Checks completed and outcomes monitored for all service users.</li> <li>• Compliance with quality systems and standards achieved.</li> <li>• The experience and insights of disabled people and their family/whanau are heard and incorporated into service improvements.</li> </ul>
Organisational Development	<ul style="list-style-type: none"> <li>• Enhances the quality of services IHC currently provides to meet each person’s needs and goals.</li> <li>• Builds on our responses to peoples’ needs and grows the range of services.</li> <li>• Identifies new opportunities to develop our services.</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• Achieves area budget.</li> <li>• Demonstrates a pro-active approach to revenue generation and careful monitoring of costs.</li> <li>• Demonstrates understanding of financial position, including management of variances.</li> <li>• Prepares operating, property and fundraising budgets within given timelines.</li> <li>• Manages, traces and reports service user movements on a timely basis.</li> <li>• Provides invoicing information for government contracts accurately and on time.</li> <li>• Understands and actions internal audit findings.</li> <li>• Monitors staff performance to ensure accuracy and timeliness of key administration processes (payroll, debtors, attendance registers, etc.).</li> </ul>
Human Resources Development	<ul style="list-style-type: none"> <li>• Annual competency assessments and career development plans completed within the time frame set for all direct reports.</li> <li>• Maintains good employer practices as evidenced by: success in managing employment issues; level of outstanding annual leave; absentee rate; staff turnover; and staff injury rate.</li> <li>• Meets core training targets for all staff.</li> <li>• Develop leaders across the Area in all aspects of service delivery.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Comply fully with health and safety legislation and internal practices.</li> <li>• Staff are well informed, trained and understand their responsibilities for health and safety in the workplace.</li> <li>• An effective hazard management programme is in place to identify, assess and manage actual and potential hazards.</li> <li>• Incidents and injuries are reported, recorded and investigated, and appropriate corrective actions are taken.</li> <li>• Injured or ill staff are rehabilitated and assisted to stay at or return to work promptly.</li> </ul>

# Area Manager

High level responsibilities	Expected outcomes
Bicultural Commitment	<ul style="list-style-type: none"> <li>• Establish links with local Iwi/hapu.</li> <li>• Identify fluent Maori language speaker/s to assist service users.</li> <li>• Demonstrate whanau participation in service planning and decisions making.</li> <li>• Personal Plans and service delivery reflect the cultural needs of the individual.</li> </ul>
Public Relations/Communications	<ul style="list-style-type: none"> <li>• Establish and build strong networks in the community that add value to IHC's objectives.</li> <li>• Demonstrate good understanding of issues in the local community.</li> <li>• Participate in community forums and activities.</li> </ul>
Membership/Governance	<ul style="list-style-type: none"> <li>• Attend local Association meetings when invited.</li> <li>• Lead parent forums, the number per year to be established by the Chief Executive.</li> <li>• Feedback from the local Association(s) indicates a positive relationship with the Area Manager.</li> <li>• Agreed number of family forums held, and feedback from parents indicates positive and open relationships between Area Manager and parents have been established and maintained.</li> </ul>
Advocacy	<ul style="list-style-type: none"> <li>• Maintain awareness of current trends in services for people with an intellectual disability.</li> <li>• Maintain awareness of Government policy developments that impact on IHC's services.</li> <li>• Maintain good knowledge of services and the needs of families to support IHC's advocacy function.</li> </ul>
Self Advocacy	<ul style="list-style-type: none"> <li>• The principles of self advocacy are promoted within the Area.</li> <li>• All areas have regular forums and processes that support the promotion of Self Advocacy as well as address issues for Self Advocates as and when they arise.</li> <li>• Internal and external networks are built that encourage the development and support of self-advocacy.</li> <li>• Self-advocacy representatives are supported by the Area in the performance of their duties.</li> </ul>

Personal Qualities		Values and Philosophy
Competency	Behaviour	
Written and Verbal Communication	<ul style="list-style-type: none"> <li>Able to communicate clearly and succinctly in a variety of communication settings and styles, and to a variety of audiences.</li> <li>Can get messages across that have the desired effect.</li> <li>Presents the message clearly / concisely and without ambiguity.</li> <li>Considers visual presentation and layout with written communication.</li> </ul>	<ul style="list-style-type: none"> <li>An unequivocal commitment to respecting the rights of people with an intellectual disability.</li> <li>A commitment to protecting and enhancing the reputation of IHC by behaving in a professional manner and continually working to improve the service provided.</li> <li>A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow.</li> <li>A commitment to achieving best practice outcome.</li> </ul>
Priority Setting	<ul style="list-style-type: none"> <li>Spends time on what is important.</li> <li>Can quickly sense what will help or hinder in accomplishing a goal.</li> <li>Eliminates roadblocks and creates focus.</li> </ul>	
Working Autonomously	<ul style="list-style-type: none"> <li>In most situations is able to perform to expected standards with little support / guidance.</li> <li>An independent, self starter.</li> <li>Anticipates work to be done without having to be told. The work identified is the right work and is completed in the correct way.</li> <li>Resilience when faced with obstacles.</li> </ul>	
Quality Decisions	<ul style="list-style-type: none"> <li>Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement.</li> <li>Sought out by others for advice and solutions.</li> </ul>	<b>Key relationships</b> <div> <div>Reports to: Regional General Manager</div> <div> <div> <b>Key internal relationships:</b>  Support Workers  Service Users  Area Admin Team  Regional Management Team  Finance Team  Quality Team  Clinical and H&amp;S Team  HR Team </div> <div> <b>Area Manager</b> </div> <div> <b>Key external relationships:</b>  Family/Whanau, guardians &amp; advocates of Service Users  Area Association  Chairs &amp; Members  Kindred organisations and co-workers in other agencies in the community. </div> </div> <div>Direct reports: Service Managers, Administration Manager</div> </div>
Approachability	<ul style="list-style-type: none"> <li>Is easy to approach and talk to.</li> <li>Builds rapport well and is a good listener.</li> <li>Ability to work collaboratively and to a common purpose.</li> <li>Open-minded and receptive to other ideas.</li> </ul>	
Problem Solving	<ul style="list-style-type: none"> <li>Uses common sense, logic and analysis to identify the core issue causing the problem.</li> <li>Probes all possible sources to identify a solution, looking beyond the obvious and not stopping at the first possible solution.</li> <li>Uses all information gathered to identify the best solution to solve the problem, consulting with others as required but owning the problem until resolved.</li> </ul>	
Quality of Work Output	<ul style="list-style-type: none"> <li>Delivers quality work to the highest (or better) standard expected.</li> <li>Work produced is almost error free with little need for work to be re-done.</li> </ul>	



# Employer Value Proposition



## OUR MISSION

IHC and IDEA Services will advocate for the rights, welfare and inclusion of all people with intellectual disabilities and support them to live satisfying lives in the community.

### Empowering People

We seek to **empower the people we support** and the people we work with. We are proud to have established a culture of support, learning and opportunity.

### Change Ready

We aim to be the leaders in our area of work in New Zealand. **We aim to be innovative, responsive and early adopters** of new ways of working so that we can be the best possible organisation for people.

### Community Impact

Working at IDEA Services means **making a positive impact in the community** every day. The work that we do makes a difference to lives of individuals and families across the whole of New Zealand.



### Sector Influence

The IHC Group is one of New Zealand's largest not-for-profits. We have the **ability and size to make real difference through policy influence** and drawing on our resources.

### Culture of Celebration

At IDEA Services **we encourage celebrating our people**. Our leaders are committed to taking the time to celebrate our combined success in our daily activities. **We want people to be proud** to be a part of our organisation and the role that they play.

### Quality

We will provide the **best possible experience** that is consistent in quality across the country and strives for excellence.

IDEA Services provides disability services to more than 4,000 people. IHC runs a series of community programmes funded by donations. Choices NZ provides coaching, learning and community connections. Accessible Properties manages more than 2,700 properties providing homes and tenancy services to people with disabilities, older people and those on low incomes.

IDEA Services is a service provider of the IHC Group.