Service Manager

Role Overview

Service Managers are accountable for the delivery of quality services. This includes relationship management, with a particular focus on relationships with service users and their families, staff management and core business operations with oversight of budget, service evaluation and development and service planning.

High-Level Responsibilities

- Ensure the team individually and collectively understand their responsibilities and the role that they play in supporting people
- Develop and clearly articulate the direction and goals for the Service
- Ensure that staff undertake the Proud to be a Support Worker Programme and complete required learning
- Regularly follow up with families and Service Users formally and informally to ensure service delivery is effectively delivering on outcomes
- Plan and coordinate the work of the team to ensure the best service outcomes, given the resources available, are achieved
- Scheduling, planning and service reviews
- Conduct evaluations and reviews of service outcomes
- Manage the budget related to the services
- Effectively manage communication internally and externally
- Develop and maintain positive and effective working relationships with all staff, clients and their families; and all external agencies
- Build positive key relationships with potential customers and stakeholders who are aligned to the strategies and purpose of IHC
- Positively promote IHC
- Establish ongoing communication interactions with stakeholders
- Ensure that personal plans are completed, reflect goals and are monitored for achievement of outcomes
- Ensure that service strategy development plans are built from an understanding of client needs
- Ensure that families, significant other are involved in planning for individuals as appropriate
- Support Service Users to celebrate achievements
- Proactively identify where improvements to the service are required and develop and implement improvement initiatives.
- Take action to improve existing conditions and process, identifying improvement opportunities, generating ideas and implementing agreed solutions, within the Organisation policies and procedures
- Lead the adoption of technical solutions as directed within services as part of "Working Smarter"
- Competently use software applications relevant to IHC
- Demonstrate leadership in providing a safe and healthy environment for staff and service users
- Use health and safety systems at all times while in the workplace to eliminate or minimise harm (as far as is practicable) to yourself and all other persons with you while carrying out your work.
- Practice due diligence to ensure the provision and maintenance of a healthy and safe working environment.
- All aspects of service delivery, with particular expertise within own are of professional and /or technical experience
- Maintain all registration and /or certification requirements for your speciality (where applicable)

Skills and Experience

- Proven experience working positively with people who have an intellectual disability and achieving defined outcomes.
- An in-depth knowledge of intellectual disability including:
    - Understanding of the causes of intellectual disability and implications for the mental and physical health of the person
    - An understanding of the principles of person centred support and ability to demonstrate these principles in practice
    - The ability to develop comprehensive support and teaching plans
    - A comprehensive understanding of behaviour and the ability to develop and implement and lead positive behaviour support strategies
    - An understanding of risk assessment and management and the ability to develop such assessments and plans
- Proven experience in building successful teams
- Proven experience and competence in managing budgets.
- Has existing networks/ relationships with relevant government and non-government agencies
- Is competent with technology and can demonstrate experience of supporting new ways of working utilising technology
- Demonstrated ability to work with changing environments and new ways of working
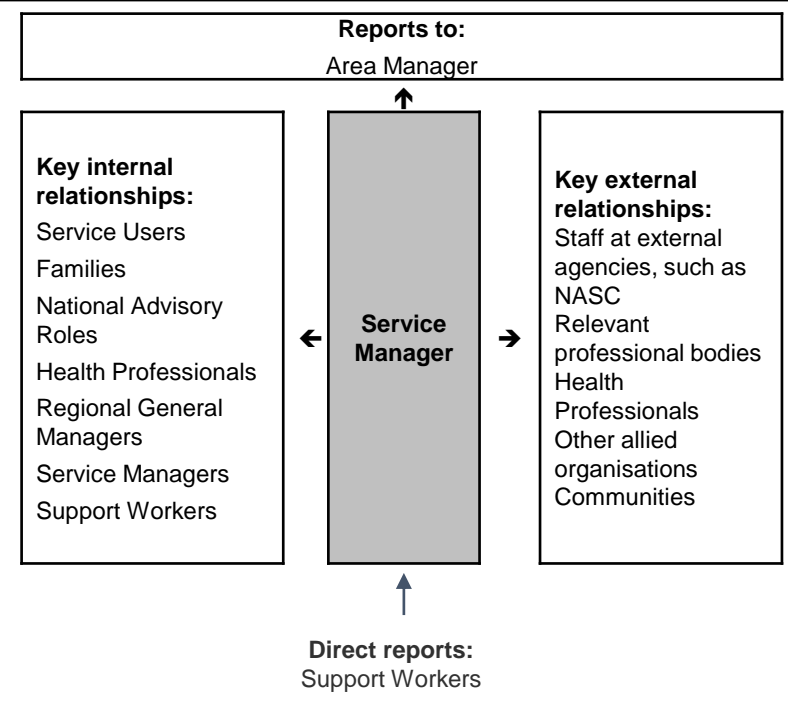
Qualifications

- A relevant tertiary qualification
- A minimum Level 5 (or equivalent) leadership qualification or willingness to work towards
- Full Clean Drivers Licence
- Must pass a Police Vetting Check to IHC's satisfaction
- Pass a Hep B screening and other Pre –employment health checks as required
- Pass a Safety check
- Pass a credit check
- Physical fitness for job

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High level responsibilities	Expected Outcomes
Leadership and Coaching	• Team members understand the standards and behaviours required and what they must do to meet performance expectations. • The EPiC principles are applied to coaching and mentoring. • Team members are viewed by staff, clients and their families as possessing the skills required for their positions. • Staff development plans are developed and staff are being coached/developed to meet these goals. • Coaching provided means team members show higher levels of confidence in dealing with new or difficult situations • Team members are inspired, encouraged and empowered to be challenged to develop their competence and seek continuous improvement • The vision, mission, and strategic goals for IHC are clearly communicated to all stakeholders • Staff can articulate the direction and goals of the service • Team development plans include goals linked to the overall direction of the service.
Management and Monitoring	• On line modules are completed within expected time frames. • Verification and sign off of on job competence is evidenced within the approved time frame • Monitors and measures feedback from families and Service users implements process improvements where required. • Regular team meetings are held to discuss workload and re-prioritise as required. • Actively manages schedules to ensure that services are working effectively and best and most cost effective use of staff resources is achieved. • Systems are implemented to monitor and evaluate service outcomes. • Reports on service outcome achievement are provided to management including the identification of any current and potential issues.
Financial Management	• A clear understanding of the financial/resource needs of the team is demonstrated during the budget development process. • Resources are prioritised based on the current goals of the organisation and team. • Potential budget issues are proactively identified and solutions implemented. • Budget concerns are reported and escalated as required to reduce any possible adverse financial impact. • Reports on YTD progress against budget can be provided when requested.
Professional/Technical	• Supervision by Manager/ and or Speciality leaders, PDRP or similar • Presentations to team on current and new developments within own area of expertise.

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High level responsibilities	Expected Outcomes
Relationship Management and Service Promotion	• Messages are amended as appropriate to suit the audience. • The method used to communicate messages is appropriate for the message being delivered and the audience. • All people the position interacts with: (a) report that an effective working relationship has been established and is being maintained; and (b) view the position holder as a credible and effective resource and a key contributor to the delivery of efficient and effective services. • Relationships with the relevant stakeholders are developed and maintained, i.e NASC, other community agencies and allied organisations. • All relationships developed support the achievement of IHC strategy • These stakeholders view you and IHC as a professional and the preferred disability service provider in New Zealand • Networks with all relevant external stakeholders are established • Stakeholders are kept informed of the services provided by IHC • Communication channels with key influencers and decision makers are established and maintained
Service Planning and Development	• Plans are realistic, service users achieve goals. Regular reviews are documented. • Demonstrated links to service users • Through feedback, and monitoring against plans. • Evidenced through stories, feedback
Quality Assurance	• Seeks and encourages team members to create innovative approaches to address problems. • Identifies areas for improvement and works proactively to implement improvements. • Improvement plans are documented and implementation evaluated • Through continuous improvement processes and initiatives within the services. • Through audit compliance to standards • Demonstrated improvements in outcomes
Technology	• The uptake of technical solutions and compliance with expected technology use within services.
Health and Safety	• Health and Safety initiatives within the services • A safety culture is evidenced through the behaviour of staff • IHC's health and safety policy and procedures are complied with at all times while carrying out your work duties. • All health and safety issues not able to be resolved through your own interventions are immediately escalated to your manager for resolution. • All incidents, hazards and risks are promptly recorded/reported using the reporting procedures defined in staff procedures. • Knowledge of workplace health and safety matters is acquired and kept up to date. • Awareness of the hazards and risks associated with the work environment / operations you manage is obtained and this knowledge used to ensure interventions to minimise risks are identified and implemented. • Staff reporting to you are made aware of the resources and processes available to assist them in complying with IHC's health and safety policy and procedures. • Checks are in place to ensure staff are using and implementing the resources and processes provided.

Service Manager

Personal Qualities	
Competency	**Behaviour**
Written and Verbal Communication	• Able to communicate clearly and succinctly in a variety of communication settings and styles, and to a variety of audiences. • Can get messages across that have the desired effect. • Presents the message clearly / concisely and without ambiguity. • Considers visual presentation and layout with written communication.
Priority Setting	• Spends time on what is important. • Can quickly sense what will help or hinder in accomplishing a goal. • Eliminates roadblocks and creates focus.
Working Autonomously	• In most situations is able to perform to expected standards with little support / guidance. • An independent, self starter. • Anticipates work to be done without having to be told. The work identified is the right work and is completed in the correct way. • Resilience when faced with obstacles.
Quality Decisions	• Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement. • Sought out by others for advice and solutions.
Approachability	• Is easy to approach and talk to. • Builds rapport well and is a good listener. • Ability to work collaboratively and to a common purpose. • Open-minded and receptive to other ideas.
Problem Solving	• Uses common sense, logic and analysis to identify the core issue causing the problem. • Probes all possible sources to identify a solution, looking beyond the obvious and not stopping at the first possible solution. • Uses all information gathered to identify the best solution to solve the problem, consulting with others as required but owning the problem until resolved.
Quality of Work Output	• Delivers quality work to the highest (or better) standard expected. • Work produced is almost error free with little need for work to be re-done.

Values and Philosophy

• An unequivocal commitment to respecting the rights of people with an intellectual disability.

• A commitment to protecting and enhancing the reputation of IHC by behaving in a professional manner and continually working to improve the service provided.

• A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow.

• A commitment to achieving best practice outcome.

Key relationships

Reports to:
Area Manager

Key internal relationships:
Service Users
Families
National Advisory Roles
Health Professionals
Regional General Managers
Service Managers
Support Workers

← **Service Manager** →

Key external relationships:
Staff at external agencies, such as NASC
Relevant professional bodies
Health Professionals
Other allied organisations
Communities

Direct reports:
Support Workers

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.

We are driven by a common purpose to support our communities and make a real difference throughout New Zealand.

Our values are reflected every day in what we do and the people we support.

We are an organisation of more than 4,500 staff.

This is not a place to work, it is a place to have a career.

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.

This job description is only a general summary of the functions of the job, not an exhaustive list of all job responsibilities, tasks and duties. It is a living document and may change as the organisational needs or client support needs change. Equally, each individual may be asked to undertake other tasks as reasonably required within their role.