



General Manager - JOB DESCRIPTION

Responsible to: Te Whare Mahana Trust Board

Role: The General Manager is responsible to the TWM Board for the overall strategic leadership of all the services operated by the TWM Trust. Hours of work are negotiable.

Key Accountabilities	Objectives	Task	Outcome
TE TIRITI O WAITANGI	TWM is committed to Te Tiriti O Waitangi	<ul style="list-style-type: none"> Uphold & develop the organisations vision and philosophy towards Te Tiriti O Waitangi. Liaise with iwi as appropriate. Ensure ongoing service improvements that increase our responsiveness to Māori clients 	<ul style="list-style-type: none"> Māori Health Plan implemented
PLANNING & EVALUATION	Te Whare Mahana has a clear identity and vision	<ul style="list-style-type: none"> Proactively explore ways to further develop services both for our local community and nationally. Ensure that there are current organisational plans in place as required by legislation, contracts, and the Board of Trustees. Regular review of the above takes place in consultation with appropriate staff and management. Develop a funding strategy and negotiate contracts for service with relevant funding bodies. Explore opportunities for broadening the funding base through new contracts and entrepreneurial activity. Identify, assess and effectively manage strategic risks to the organisation, implementing risk mitigation strategies in a timely manner. 	<ul style="list-style-type: none"> Successful negotiation of contracts for services Annual attendance to national conference or forum Successful audit results Up to date strategic plan is in place across the organisation
HEALTH, SAFETY & WELLBEING	TWM is a robust and sustainable organisation	<ul style="list-style-type: none"> Ensure health and safety systems are up to date and operating in line with legislative requirements Oversee the functions carried out by the Health and Safety Officer Oversee all the management functions carried out by the Senior Management Team and meet with them regularly Ensure staffing hours are allocated in accordance with service need, contractual requirements and within the budget available. 	<ul style="list-style-type: none"> Bi-Monthly Health and Safety reports to board Meet all Health and Safety audit requirements High level of staff morale Low level staff turnover

Key Accountabilities	Objectives	Task	Outcome
PERSONNEL MANAGEMENT	TWM is a robust and sustainable organisation	<ul style="list-style-type: none"> • Foster and maintain a safe, inclusive and positive work culture that promotes operational excellence and staff well-being. • Empower and develop high performing teams. Provide clear expectations and celebrate achievements. Invest in leadership development of others. • Ensure robust succession planning for all key positions. • Ensure that all HR policies reflect current legislation and are adhered to in all HR processes. • Ensure that recruitment and selection procedures are adhered to and oversee the appointment and induction of new staff. Develop strategies that attract and retain high quality staff. • Ensure all staff have appropriate qualifications and (where required) professional registration, access to supervision and ongoing professional development. • Carry out 360 performance reviews annually with Management Team, setting appropriate goals and training strategies for the coming year. Review all other performance reviews as undertaken by other staff. • Develop an annual workforce development plan in collaboration with Management Team. • Promote effective internal communication and information sharing with staff. • Complete an annual staff satisfaction survey 	<ul style="list-style-type: none"> • Workforce development plan is operational • Performance reviews up to date • Psycho-social hazards reduction plan is in operation • All staff are clear on expectations and are performing to expected levels • Poor performance / behaviour is being addressed
SERVICE DELIVERY	Quality mental health services	<ul style="list-style-type: none"> • Provide leadership and management support to the Community Mental Health, DBT and Employment and Vocational Services. • Ensure that service delivery is in accordance with current Mental Health legislation and statutory obligations such as the Mental Health Act, the Privacy Act and all other relevant Acts. • Operate an effective Quality and Risk Management system • Facilitate financial and service audits and ensure that recommendations are carried out. • Ensure that all contractual obligations are met. • Monitor the quality and quantity of work in accordance with statutory obligations, Mental Health Sector Standards, and contractual requirements. • Oversee the development of assessment processes, outcome measurement and regular reporting to the TWM board, Ministry of Health, DHBs, ACC and other organisations as required. • Develop and review organisational policies and procedures to ensure safe practice and compliance with relevant standards and current legislation. 	<ul style="list-style-type: none"> • Statutory audit requirements are met • Risk management and health and safety systems are in place and reported on regularly to the board • Clinical governance in place • Quality improvement plan is in place and regularly updated. * • Regular reports are provided to TWM Board, DHBs, MoH and ACC as required. • All policies are relevant and up to date

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NETWORKING AND COMMUNICATION	Effective national and community relationships	<ul style="list-style-type: none"> • Develop and deliver a communication/marketing plan that positions TWM nationally and regionally particularly targeting key stakeholders such as DHB's, ACC, MoH, MSD and others. • Maintain effective relationships with other providers and agencies. • Develop a brand identity that reflects TWM as a professional mental health NGO. • Ensure that memoranda of understanding are developed and reviewed with other relevant organisations including GB Community Health Centre, NZ Police, Mohua Social Services, GB Workcentre and NMDHB. • Develop and maintain contacts and relationships with other relevant professional bodies involved in mental health provision. 	<ul style="list-style-type: none"> • Marketing and communication plan is in place and operational • Maintain a strong presence in local media and inter-agency meetings • Represent the organisation in Tasman NGO network • Other community organisations report satisfaction with relationships with TWM
BOARD LIAISON	Effective relationship and communication with the TWM Trust Board and chairperson.	<ul style="list-style-type: none"> • Meet at least fortnightly with Board chair, ensuring 'no surprises' • Present written monthly reports to the Board and other reports as requested. • Advise the board on strategic issues including service development, financial sustainability, and legislative and public policy changes. • Attend sub-committee meetings as required. • Ensure that information about any changes in the Trust is sent to the Charities Commission and Director General of Health as required. 	<ul style="list-style-type: none"> • The Board expresses satisfaction with their relationship with the General Manager • Regular meetings with Board chair/s
FINANCE AND ADMINISTRATION	TWM is a robust and sustainable organisation.	<ul style="list-style-type: none"> • Take overall responsibility for TWM finances, including oversight and approval of applications for funding, ensuring preparation and management of annual budget and oversight of payroll and accounts systems. • Ensure IT is used to maximise efficiency and productivity. • Oversee the effective operations of the administration team • Investigate further avenues of funding 	<ul style="list-style-type: none"> • Annual budget is in place and monthly reports provided to the Board • IT systems are fit for purpose • Administration and services managers manage their duties effectively • Diversity of funding sources

GENERAL MANAGER – Person Specification

KEY ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS AND EXPERIENCE	<ul style="list-style-type: none"> • A minimum of five years of experience in management, policy development, planning and financial oversight at a senior level. • A minimum of five years' experience in personnel management. • A minimum of three years of experience working with a board or committees. • The above experience to have been gained in health (preferably mental health), social services, business or the not-for-profit sector. • Current driver's licence. 	<ul style="list-style-type: none"> • Business, management or clinical qualification. • Experience in the not-for-profit sector and community organisations. 	<ul style="list-style-type: none"> • Application form. • C.V. • Interview • Evidence of Qualifications
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Knowledge of and commitment to Te Tiriti o Waitangi. • Relationship Management – with internal and external stakeholders. • Excellent oral/written communication and interpersonal skills including conflict resolution. • Consultative and collaborative approach to leadership. • Interest in self-development and open to constructive feedback. • Knowledge and experience in quality and risk management systems. • Knowledge of legal requirements and issues in the health sector and non-government agencies in particular. • Effective problem-solving and mediation skills. • The ability to learn new skills quickly, including familiarisation with new software. 	<ul style="list-style-type: none"> • Up to date knowledge of mental health good practice. • Contract negotiation and management, especially related to the mental health sector. • Proficiency with the Microsoft suite of products. 	<ul style="list-style-type: none"> • Application form • C.V. • References • Interview •
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Ethical - high level of integrity and honesty. • High level of interpersonal skills • Empathy for mental health clients. • Cultural sensitivity. • Well-developed self-management skills. • Proven ability to cope with conflict, stress and crisis situations. • Willingness to share skills and knowledge with others. • Professional boundaries in a small community. 	<ul style="list-style-type: none"> • Sense of humour. • Community-minded. 	<ul style="list-style-type: none"> • References • Interview • Police vetting • Credit check