Merge Service Manager

Position Description

The Lifewise Trust [Lifewise] is a community organisation with over 150 years of history, rooted in the Methodist Church of New Zealand Te Haahi Weteriana o Aotearoa. Lifewise work alongside marginalised communities to co-create better services and solutions to enable their full participation and ability to thrive. We are committed to fostering a society where everyone feels valued and has a sense of belonging.

Merge Café and community has played a crucial role in supporting Auckland's street whānau and those experiencing homelessness. We break down societal barriers and offer a warm, safe and supportive space where anyone is welcome.

The purpose of this role is to lead Merge services, staff, and volunteers as a front door for entry to our other services, especially housing and employment, and to further Merge Community as a key part of Karangahape Road and part of a wider system of support that is needed to sustain housing and wellbeing. As a member of Lifewise's Senior Leadership Team, the Service Manager contributes to organisation-wide strategy and service integration, helping to design models that break down silos and provide wraparound support for service users. The role demands strong leadership across recruitment, quality assurance, health and safety, and client welfare, all in a dynamic and fast-paced environment. You will provide a lived experience lens across the whole organisation.

THREE TRUST VALUES

Compassion *Arohanui*	Courage *Maia*	Respect *Whakaute*	Integrity *Ngakau Pono*

WHO YOU REPORT TO

- General Manager, Social Services

WHO REPORTS TO ME

- Café Chef
- Merge Community Capacity Builder and staff
- Peer Outreach Workers (x5)
- Administrator

KEY WORKING RELATIONSHIPS

Internal

- All Merge staff
- Lifewise Senior Leadership Team
- Internal Shared functions; IT, Human Resources, Finance
- APT Property Team

External

- Street Whanau
- Education Providers
- Auckland Council
- Government departments, funders

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LEVEL OF DELEGATION

As stated in The Three Trusts Policy on Delegated Authorities

WHAT YOU'RE RESPONSIBLE FOR

Leadership

- Leading all operational and business-related activities of Merge Lifewise so that they are effective and efficient and provide a high-quality service to clients.
- Providing leadership at Merge to ensure that employees contribute to and achieve key performance indicators in line with strategic direction and business plans.
- Work to position Merge Community and associated services as a front door and entry point to other Lifewise services.
- Together with the Practice and Development Manager ensure strong professional development support to all roles that require personal lived experience of homelessness, mental health and/or addiction problems.
- Support the Chief Executive and the wider leadership team to ensure a lived experience lens on Lifewise relationships and strategies across the whole organisation.
- Liaise with other NGO and governmental departments including council and local business associations to further the work of Merge Community as a key part of the Karangahape Road community

Quality

- Ensuring appropriate performance of Merge Service against contract and certification standards; ensuring quality & audit standards are met.
- Ensuring strong levels of satisfaction for our key stakeholder groups of clients, staff, partners and funders.
- Ensuring a continuous focus on the achievement and on-going maintenance of standards of excellence in all business and management systems and processes including legislative and contract compliance.

Financial

- Financial and budgetary delegations for the service as per the Delegated Authorities Policy.
- Manage and maintain budgets, existing funding contracts, philanthropic funding and identifying and developing additional funding opportunities to promote financial sustainability. Includes managing outcomes reporting requirements for Merge Community.

Health and Safety

- Report all incidents, accidents and near misses that occur during work
- Actively participate in any health and safety initiatives and contribute to improving health and safety practices
- Use any provided Personal Protective Equipment as required
- Take reasonable care for your own health and safety

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- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.

Cultural Competence

- Understand the position of Māori as the tāngata whenua. Commitment to the principles of the Treaty of Waitangi and an openness to understanding the application of the articles of Te Tiriti in the context of The Lifewise Trust.

Note: The above performance standards are provided as a guide only. Performance measures will be discussed between the team member and manager as part of the performance planning and review process.

QUALIFICATIONS & EXPERIENCE

Essential

- Lived experience of mental distress, homelessness or addiction and the ability to take active responsibility for monitoring and maintaining mental health and wellbeing of self and team.
- Experience and understanding of peer support and community led development or volunteering models of practice and the ability to support the development of this across Lifewise.
- Understand and practice strengths-based approaches.
- Ability to build strong relationships and trust and manage teams of people with lived experience of rough sleeping, addictions or mental health issues.
- Experience of housing, work and income or mental/addiction services pathways and how to navigate them
- 3+ years experience in people management and leadership roles.
- Experience in managing the implementation of new systems
- Extensive experience of operational leadership in social sector or health related field.
- Relevant practice qualification, and tertiary qualification, preferably in management, or leadership.

Desirable:

- Experience in developing new services or managing service change.
- Experienced in working cross culturally.

SKILLS & ABILITIES

Essential

- An ability to work within a strengths-based framework.
- The ability to work outside of normal office hours and on-call if required.

Desirable

- Strong analytical and problem-solving skills; proficiency in digital tools and data systems

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ORGANISATIONAL COMPETENCIES

- **Acting with Integrity** - operates in a transparent and ethical manner. Demonstrates the Three Trusts values.
- **Commitment to the service** - promotes high quality care for the community we support. Demonstrates a commitment to understanding and meeting clients' expectations and delivering a high-quality service. Sensitive to the needs and concerns of clients.
- **Building relationships** - interacts with and develops effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships with individuals and organisations.
- **Teamwork** - commitment and support for the work of the team. Delegates effectively. Pools ideas and builds on the contributions of other team members. Demonstrates an ability and willingness to work with other professional staff from other professions e.g. social workers, advisors, clinical staff, community workers etc.
- **Digital Competency:**
  Comfortable using digital tools and platforms for service delivery, reporting, and communication. Familiarity with client management systems and data analysis tools.
- **Cultural Responsiveness** - ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups. Ability to work within diverse cultural settings.

CHANGE TO JOB DESCRIPTIONS

- This Job Description is intended to describe the main functions and responsibilities and behaviours required of the role. It is not to be construed as an exhaustive list of all responsibilities or duties that may reasonably be required of the incumbent in this role.
- Employees will be expected to perform any duties reasonably requested by the employer.
- From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes.

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This is to acknowledge that I have read and understood the requirements of the position description as defined above.

_____	_____	_____
Employee Name	**Employee Signature**	**Date**

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