



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: Peer Services Manager

Location: Canterbury

Reports to: Director of Services

Main Purpose of Position:

The Peer Services Manager provides strategic and operational leadership of Comcare's Peer Services

The role ensures services are outcome-focused, evidence-informed, and grounded in recovery principles and lived experience leadership. It drives service quality, promotes innovation, and fosters a culture of collaboration and best practice.

The Peer Services Manager is responsible for quality assurance, risk management, policy adherence, and continuous improvement, in consultation with the Director of Services. The role ensures services meet or exceed contractual and regulatory standards.

In consultation with the Director of Services and as a key member of the Senior Leadership Team, the Peer Services Manager supports service development and growth, contributing to Comcare's strategic direction and championing its mission, vision, and values.

Functional Relationships:

Internal	External
Director of Services	Clinical Mental Health Services Team Leaders and staff/General Practitioners
Executive Leadership Team	Community and related NGO services
Senior Leadership Team	Local and Central Government Agencies
Business Services Team	MH Sector Consumer and Family Advocates/support services
Peer Services Team	
Comcare Staff	

Authorities: As per Delegations policy



Functions	Key Responsibilities
<p>Service Leadership and Development</p>	<ul style="list-style-type: none"> • Provide leadership for the design, delivery, and evaluation of Peer Services in line with Comcare’s vision, contractual requirements, and best practice. • Ensure the smooth and effective day-to-day operation of Peer Services, including oversight of systems, processes, policies, workflows, and staffing requirements. • Monitor service delivery across all peer service streams (Peer Support, Programme Facilitation, Consumer Advocacy) to ensure they are safe, consistent, and aligned with contractual and organisational expectations. • Ensure services are recovery-oriented, strengths-based, and grounded in lived experience principles such as mutuality, choice, hope, and self-determination. • Lead service innovation, development, and continuous improvement to ensure Peer Services are responsive to the needs and aspirations of the people we serve. • Promote and maintain service integrity, ensuring consistency with peer support principles, and trauma-informed practice. • Support Peer Services Team Leaders to resolve operational issues, maintain service continuity, and respond to changing demand or complexity. • Actively participate in organisation-wide service development activities, supporting other senior managers to develop services that can operate cohesively and collaboratively together. • Oversight of the Peer Hub - Provide leadership and direction for the development and sustainability of the Peer Hub, ensuring it aligns with Comcare-MHAPS’ recovery-oriented values and supports integrated, client-focused service delivery. • Cross-Service Collaboration and Integration - Facilitate collaboration between internal and external services contributing to the Peer Hub, ensuring seamless integration, effective rostering, and alignment with client needs and organisational goals. • Sector Leadership and Continuous Improvement - Lead the ongoing evaluation and development of Peer Services and the Peer Hub, ensuring alignment with emerging best practices, lived experience leadership, and market-leading innovations. • Foster a culture of learning and growth by engaging in sector research, benchmarking, and collaboration with peer-led organisations to position Comcare as a leader in peer-informed service delivery.



Practice Management	<ul style="list-style-type: none"> • Develop and implement Peer Service Delivery practice management models and frameworks to ensure best practice service delivery, knowledge sharing and ongoing professional development, aligned to relevant standards. • Partner with key agencies to develop best practice assessment, planning, and evaluation processes for clients with high and complex needs referred by government and other agencies.
Contract Management and Reporting	<ul style="list-style-type: none"> • In conjunction with the Director of Services set contract performance levels for contracts entered or under negotiation. • Ensure the Peer Service Delivery function meets contracted outcomes, both outputs and quality requirements. • Accountable for administration and data management to ensure fully documented current procedures/guidelines are aligned to Comcare policies and procedures. • Ensure all contract performance reporting is completed within the required timeframes. • Provide qualitative and quantitative data for the Peer Service Delivery function as requested by the Director of Services to support evidence base reporting and insights.
Quality and Assurance	<ul style="list-style-type: none"> • Ensure fit-for-purpose and consistent systems, policies, and processes in place to deliver safe, effective, and quality services. • Implement internal and external audit/assurance programmes for the Peer Service Delivery function, in conjunction with the Director of Services and in line with Comcare's internal and external audit programme, to deliver quality outcomes, manage risk, provide assurance, and enable a continuous improvement culture. • Ensure continuous improvement/quality programmes identified through the Internal Audit/Assurance process and any external audits are effectively established, monitored, evaluated, and regularly reported on. • Ensure the identification and mitigation of service delivery risks, and implementation of internal processes and controls.
Financial and Resource Management	<ul style="list-style-type: none"> • Establish annual expenditure needs to meet agreed service developments and contractual obligations, in collaboration with the Director of Services. Monitor expenditure regularly and alert the Director of Services to any potential or actual negative variances. • Ensure services operate within approved budgets and that financial resources are used efficiently and effectively.



	<ul style="list-style-type: none"> • Support Peer Services Team Leaders with day-to-day resource planning and allocation, including staffing, tools, and operational needs. • Contribute to funding proposals, budget planning, and reporting processes as required to support financial sustainability and service growth.
Team Leadership & Capability Building	<ul style="list-style-type: none"> • Develop a cohesive, high performing Peer Service Delivery team. • Inspire achievement and professional development through role modelling the values (Uara), communicating the vision, and engaging people with Comcare's strategy and vision. • Support all direct reports to perform and develop and ensure they have current performance plans and appraisals. • Create and foster a culture that encourages and supports diversity. • Proactively plan for the future by identifying talent and proactively developing successors, aligned to Comcare's strategic objectives.
Stakeholder Relationships & Sector Representation	<ul style="list-style-type: none"> • Build and maintain strong relationships with funders, community organisations, peer networks, clinical partners, and other mental health and wellbeing services to support collaboration and service integration. • Develop proactive and culturally responsive relationships with Pasifika and other communities who experience barriers to mental health support, peer connection, and advocacy. • Represent the lived experience voice and peer perspective at forums, planning groups, networks, and other sector gatherings, both locally and nationally. • Promote the visibility and value of peer services through stakeholder engagement, sector collaboration, and public representation.
Health and Safety	<ul style="list-style-type: none"> • Ensure services are delivered in line with Comcare's Health and Safety Policies and Procedures • Ensure accidents and incidents in the workplace are reported, escalated, investigated and remedial actions are carried out in a timely manner. • Role model the importance of wellbeing and encourage staff to manage their own wellbeing proactively.
Organisational Contribution and Continuous Improvement	<ul style="list-style-type: none"> • Actively contribute to Comcare's Senior Leadership Team, supporting organisational performance, strategic planning, and cross-service collaboration.

	<ul style="list-style-type: none"> • Champion a culture of continuous improvement by identifying opportunities for innovation, efficiency, and service excellence across Peer Services and the wider organisation. • Contribute to organisation-wide initiatives, evaluations, and change processes that enhance Comcare's impact and sustainability. • Model and uphold the organisation's values in leadership practice, communication, and decision-making.
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.
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, • Assess and mitigate and manage risk, including no cultural harm, • Ensure accidents and incidents in the workplace are reported in a timely manner.
Anei ā mātou whanonga pono / Our Values	 <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
<p>Qualifications/Background:</p> <ul style="list-style-type: none"> • A relevant tertiary qualification in a discipline such as mental health, social work, psychology, community development, or equivalent. • Minimum of 5 years' experience in a mental health, addiction, or related setting, including strategic leadership responsibilities. • Proven track record of leading recovery-oriented and person-led service delivery.



Experience / Knowledge / Skills:

- Lived experience of mental distress and/or addiction, and a demonstrated ability to draw on this purposefully in leadership, and service development.
- Demonstrated leadership and management experience in complex service settings.
- Ability to design, develop, and evaluate services that are responsive to community needs, aligned with sector trends, and meet contractual requirements.
- Experience in change management, including leading service redesign or transformation initiatives.
- Proven ability to contribute to organisational strategy and represent peer services in senior leadership and sector forums.
- Deep understanding of **Te Tiriti o Waitangi** and demonstrated commitment to upholding its principles through culturally responsive practice and partnership with tangata whenua.
- Proven ability to build and maintain meaningful relationships with tangata whenua, mana whenua, and Māori organisations.
- Experience working in collaboration with diverse communities, including marginalised or underrepresented populations.
- Experience managing service budgets and resources, including forecasting, expenditure monitoring, and identifying cost efficiencies.
- Strong understanding of performance frameworks, quality improvement processes, and outcome reporting.
- Skilled in staff supervision, development, and capability building, with an ability to mentor diverse team members, including those with lived experience.
- Excellent verbal and written communication skills, with the ability to engage, influence, and advocate across diverse audiences.
- High personal credibility, self-awareness, and strong understanding of boundaries and professional responsibilities.
- Proven ability to work independently, show initiative, and contribute to collective leadership and team goals.
- Strong analytical, critical thinking, and problem-solving skills.
- Proficiency in Microsoft Office (Word, Excel, Outlook, Teams).
- Full New Zealand driver's license and access to a reliable vehicle for regional travel.

Desirable:

- Experience influencing policy or system-level change from a peer-informed or consumer leadership perspective.

Date: November 2025

Signed by:

Date:

Employee:		
Employer:		