

Position Description

Service Manager - Forensics

Who we are:

Emerge Aotearoa provides a wide range of community-based mental health, addiction, disability support and social housing services nationwide. We believe that everyone is capable of living full and rich lives in their communities of choice. In every aspect of our work we are committed to helping our service users be the best they can be.

What's important to us:

OUR VISION	Realising potential / <i>Tautokohia te mana tangata</i>
OUR PURPOSE	To provide mana enhancing services that promote health and wellbeing for individuals, family, whanau and communities / <i>He tuku i nga ratonga whakamana i te oranga e manakohia ana e te tangata, tona, whanau me tona hapori</i>
OUR VALUES	▪ Connecting with Purpose - <i>Whakawhanaunga</i> ▪ Engaging with Respect - <i>Manaaki</i> ▪ Walking and Learning Together - <i>Ako</i> ▪ Acting with Integrity - <i>Whakamana</i>

These are important behaviours that will ensure your success in our new organisation.

Position Purpose

As a forensic community residential intensive service for recovery, the role of the Service Manager is to ensure clinical leadership and management of the service and ensure optimum outcomes for people who access the service. By effectively and efficiently managing the service and team through team leadership, coaching and supervision. The high-level objectives of the role are to:

- Work collaboratively with colleagues, stakeholders and the relevant District Managers to plan and deliver services that achieve the desired outcomes.
- Provide practical support, oversight, and co-ordination to teams of kaimahi who are tasked with delivering services to people who use our services.
- Provide support to tangata whaiora (individuals seeking wellness) who, due to their forensic mental health issues, legal status, and high level of needs, cannot be accommodated safely by other supported accommodation services when transitioning from a forensic inpatient service.
- Provide clinical consultation for services/professionals to assist their management of tangata whaiora and the Forensics Pathway including the Criminal Procedure (Mentally Impaired Persons) CP(MIP) Act 2003. This may include providing clinical advice to GPs/primary care, clinical mental health teams and other community organisations.
- Integrate clinical expertise, knowledge, and competencies with Emerge Aotearoa's commitment to provide quality services to people who use our services and their whānau.

Key Relationships

Reports to: District Manager

Responsible for (more than 8 staff - excluding casuals)

Internal:

Regional / District Managers

Health Practitioners/Mental Health Professionals

National Manager Health and Disability

Delivery Shared Services

External:

Te Korowai Whariki Central Regional Forensic and Rehabilitation Service

People who use our services

Service Delivery Partners

Allied health and social service agencies

Whānau and significant people supporting the people who use our services and their whānau

Position Delegations/Financial Responsibilities

Delegated Authority: (operating expenditure)

Vehicles: Vehicles assigned for service use

Financial delegation: Nil

Staff Delegation: Recruitment, selection, and performance management of direct reports

Other Delegations:

Total Budget Responsibility: Monitors and reports against Service Contract budgets

Key Responsibilities and Performance Measures

Achieving outcomes for people who use our services	How achievement will be measured
▪ Provide clinical expertise within the service that both ensures and advocates for safe management and effective service provision to tangata whaiora. ▪ Ensure there is a strong focus on the people who use our services in the delivery of services. ▪ Establish a rapport with the people who use our services and their whānau. ▪ Work collaboratively with other services and providers to ensure an integrated approach to care for those who use our services. ▪ Contribute specialist skills to tangata whaiora assessment, goal setting and intervention processes as required. ▪ Use relevant tools and interventions to assess and appropriately manage tangata whaiora with historic substance dependence issues. ▪ Formulate, implement, and adhere to risk management plans, including relapse prevention. ▪ Ensure all aspects of the experience from referral and entry process through to the development and implementation of Support Plans, to transition or exit are managed effectively for those who use our services. ▪ Provide support and consultation to external stakeholders on how to safely manage this tangata whaiora cohort.	▪ Satisfaction surveys reflect positive results and satisfaction with support. ▪ People who use our services have positive outcomes and achieve their goals as outlined in their Support Plans. ▪ All services operate and are in line with national standards at all times as evidenced by audits.
Keeping people healthy and safe	How achievement will be measured
▪ Ensure that kaimahi undertake relevant Health and Safety training. ▪ Ensure that kaimahi adhere to Health and Safety policies and procedures. ▪ Ensure the house, property and local environment meets health and safety needs	▪ Kaimahi have attended required Health and Safety training ▪ Health and Safety concerns or issues are managed ▪ Feedback indicates satisfaction with levels of health and safety.

Resource Management	How achievement will be measured
- Coordinate kaimahi and resources to meet service requires/ standards - Ensure the team roster meets the service requirements (correct number and mix of kaimahi) - Ensure the vehicle fleet is managed appropriately, including checking for vehicles for damage, vehicles are compliant, incidents are reported) - Appropriately manage purchase cards - Manage and plan tangata whaiora and service budget activities within the service's allocated budget, in collaboration with line manager - Identify and notify the appropriate party (Property Team) of property related issues - Prepare and complete reports for internal and external stakeholders in line with agreed reporting requirements	- Rosters are appropriately managed e.g. meet service needs, are Health and Safety compliant - The fleet is effectively managed e.g. they are regularly check vehicles for damage, vehicles are compliant, incidents are reported correctly, mileage is completed accurately - Budgets and Purchase cards are managed effectively (e.g. invoices are reconciled) - All required reporting is completed accurately and within required timeframes
Management and Leadership of Team	How achievement will be measured
- Provide clinical guidance, support, and direction to kaimahi while ensuring that tangata whaiora safety remains paramount. - Provide supervision and facilitate training to kaimahi as and when identified. - Provide education on best practice approaches to improve the knowledge and confidence of external stakeholders working with forensic tangata whaiora - Delegate appropriate work to direct reports, while remaining accountable for the work - Ensure direct reports are clear about their tasks, objectives, deadlines and scope of practice. - Manage HR issues appropriately and in a timely manner in collaboration with line manager - Manage kaimahi leave balances and ensure leave is used appropriately. - Lead the recruitment of team members based on workforce and service profiles to meet current and future business needs - Role model leadership and demonstrating the values - Encourage open and honest communication within the team - Manage and maintain regular contact with direct reports to ensuring they are supported, are clear about and achieve their tasks, objectives and deadlines - Effectively manage the Performance Review and Individual Development planning processes with direct reports	- Follow up on delegated work to ensure it is completed on time and to standard - Direct reports are clear about their roles and scope of practice - Regular catch ups show evidence that workloads and work priorities are discussed - Poor performance and disciplinary issues are dealt with immediately in accordance with HR processes and policies. HR advice is taken (where appropriate). Issues are escalated to line manager. - Kaimahi leave is monitored and managed appropriately - Recruitment processes are following and carried out in a timely manner - Their team meet required KPI's - Performance reviews are completed in an effective manner - Team members achieve goals as outlined in Individual Development Plans

Heath, Safety and Wellbeing	
▪ Role model the importance of wellbeing and encourage kaimahi to manage their own wellbeing proactively ▪ Ensure the service complies with health and safety standards ▪ Leading the implementation at a service level of organisational health and safety policies and procedures to maintain a safe workplace ▪ Manage serious incidents and ensuring kaimahi have been appropriately debriefed ▪ Maintain vigilance for situations that may cause safety risks and taking steps to minimise the risk by identifying and reporting potential hazards in the workplace ▪ Report any accidents and incidents to the Workplace Health and Safety and Wellbeing Officer immediately or as soon as possible to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence	▪ Leave plans are in place and regular breaks are being encouraged ▪ The service is compliant for all health and safety training ▪ Kaimahi report that they feel safe in their workplace
Quality and Risk Management	How achievement will be measured
▪ Effectively manage risks and incidents ▪ Identify risk for those who use our services and put in place appropriate plans to minimize the risk, in collaboration with clinical teams ▪ Ensure the services comply with audit and other contractual requirements ▪ Participate in the out of hours on call process ▪ Ensure that the team adhere to the Safe Vehicle and Driving Policy and Procedure ▪ Manage critical incidents, ensuring that relevant policy and procedures are followed. This includes effective defusing, debriefing of the situation and review	▪ All team members know relevant policies and procedures and adhere to these – any breaches are dealt with immediately ▪ Services are run in line with contractual obligations ▪ Audit action plans are auctioned in a timely manner ▪ Vehicles are driven in a safe and responsible manner

Stakeholder Relationship Management	How achievement will be measured
- Engage and maintain delegated relationships with key stakeholders (e.g. Staff Community Mental Health teams, CADS, General Practitioners, AOD service providers, Oranga Tamariki, Police and other relevant community supports) - Ensure ongoing collaboration across the sector and with rangatahi/whanau to enhance learning and improve outcomes. - Ensure that stakeholders have a full understanding of what to expect from Phoenix Centre in terms of service delivery and entry criteria - Build strong working relationships with others within the organization such as housing - Utilise existing and future relationships in order to manage risk and meet the needs of service users	- Feedback from stakeholders is positive and they feel adequately informed with relevant information about the service and service users. - They can demonstrate that the feedback from stakeholders have resulted in service improvements. - They have strong relationships across the breadth of the organisation

Person Specification

It is essential that the person in the role operates in a manner which displays:

- An unequivocal commitment to respecting the rights and supporting those with mental distress
- A willingness to develop, coach and support kaimahi to ensure their skill/knowledge base continues to grow
- A genuine commitment to our values and embraces our culture specifically our commitment to Māori and Pacifica

Behavioural competencies	
Competency	Behaviour
Managerial courage	Is willing to challenge things that aren't right; they face up to tough situations and aren't afraid to address problems as it happens; they are conscientious about providing direct, current, and complete corrective feedback; their teams are aware of expectations for behaviour and performance
Developing direct reports	They know the career goals of their team reasonably well and are available for guidance and support to help their team work towards their development goals; is willing to help those in need of development and will actively look for development opportunities for their team; they work with their team to create effective development plans
Informing	Ensure appropriate people are kept informed; their communications are consistent, timely and informative; their Line Managers are kept in the loop with important service updates or changes; they follow through on information commitments
Building effective teams	Their teams are known to be cohesive and working towards the same goal; they ensure that team members have clearly defined roles and responsibilities and understand their level of authority; they make their team feel good about their work and they make a point of reinforcing the achievements of the team.
Managing diversity	Appreciates the strengths, insights and ideas of people; is curious to build awareness of differences and supporting diversity in others; ensures that the support provided to people who use our services is culturally appropriate; shows a genuine interest and understanding of the diversity of the people they work with
Process improvement	They carefully lay out each process and determine specifically what resources (e.g. tasks, people and budget) are required for each one; are effective at simplifying processes; they add value with their evaluations and suggestions; they establish clear process measures and monitoring systems, and use this to stay informed
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Experience and Qualifications

Essential

- Relevant degree level qualification in health-related field.
- Registration with a professional body (Registered Nurse, Occupational Therapist, Social Worker, AOD Practitioner, Psychologist)
- Current full Annual Practicing Certificate (APC)
- Knowledge and understanding of Mental Health legislation and Professional Standards
- Full clean driver's license
- Must hold and maintain First Aid certification including CPR (or be willing and able to complete this)
- 5-8 years Mental Health/AOD/Disability/Health Care/Social Services experience
- At least 18 months experience in leading and managing teams.
- Excellent written and verbal communication skills
- Fluent in English

Desirable

- Knowledge and understanding of the Forensics Pathway including the CP(MIP) Act 2003
- Experience working with diverse cultures and moderate/high risk environments.
- Human resource experience

Disclaimer: The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an 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 the organisation.