

Position Description Service Manager

Responsible to: Operations Manager

Responsible for: The Service Manager provides effective leadership, open and professional communication and well-resourced services to both people supported by CCT, Team Leaders, and the wider staff team. The Service Manager is responsible for the deployment, management, and support of the staff team, ensuring they are well trained and are constantly striving to provide quality outcomes for all.

CCT Vision

A world full of connected communities that truly values and celebrates diversity

CCT Mission

Working in Partnership with People to Enable Great Lives

CCT Values

Respect
Reliability
Transparency
Responsiveness

Every employee's work will reflect CCT principles, the intention of the New Zealand Disability Strategy, and the United Nations Convention on Rights of Persons with Disabilities.

PURPOSE AND SCOPE OF THE POSITION

A high performing Service Manager (SM) will provide leadership and support to the staff team in a manner that best enables a professional, competent, informed and well-resourced team.

The SM will work collaboratively with internal and external stakeholders to ensure that service development is sustainable, support for people is flexible to their changing needs and enables them to reach their highest potential.

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KEY ACCOUNTABILITIES

- 1. People supported by CCT are provided with a quality, relevant, individual and well-resourced service**

KEY ACCOUNTABILITIES

- Skill development and learning
- Consent and choice
- Rights of the individual
- Advocacy
- Relationships
- Teamwork
- Facilitate/delegate service meetings and minutes
- Safe rostering

EXPECTED OUTCOMES

- Provision of systematic support and regular opportunities to learn and use skills.
- Understanding of Positive Behaviour Support and Applied Behaviour Analysis is applied in practice.
- SM will value and respect the right of individuals to make informed choices about issues that affect their life, and where necessary, to have support when such decisions need to be made. Also understanding there is a duty of care and where appropriate, to have support when such decisions need to be made on their behalf
- SM recognise that people have rights and upholds and supports those rights
- SM will recognise that it is important for people to express their feelings and have a say about issues that affect their lives. Assist the person to speak up on their own behalf
- SM values and fosters supportive relationships for and among those with whom they work, their communities, family/whanau, and other agencies involved in the person's life
- SM supports a team approach to the provision of support; working with members of their team, others within the organisation and people outside the organisation to achieve the best possible outcomes
- Monthly service meetings have a focus on the person and quality support
- Plans and protocols are reviewed and understood by the team in conjunction with the behaviour specialist team
- Ensure safe rosters are managed to provide safe work practices following the CCT roster guidelines without exception and with any risks identified

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| <ul style="list-style-type: none"> • Professional conduct | <ul style="list-style-type: none"> • SM will behave in a positive way that directly influence the quality of the lives of the person(s) and the reputation of CCT. |
| <ul style="list-style-type: none"> • Confidentiality | <ul style="list-style-type: none"> • Staff are committed to conducting themselves in a way that demonstrates respect for the people with whom they work. |
| <ul style="list-style-type: none"> • Community | <ul style="list-style-type: none"> • People are supported in a non-aversive and age-appropriate manner. |
| <ul style="list-style-type: none"> • Key Workers | <ul style="list-style-type: none"> • SM acknowledges and respects the trust that has been placed in them and maintains confidentiality |
| <ul style="list-style-type: none"> • New services | <ul style="list-style-type: none"> • SM supports the team to ensure the person has access to, and is actively engaged in their community |
| <ul style="list-style-type: none"> • Complaints | <ul style="list-style-type: none"> • Key Workers (KWs) are appointed and understand the expectation of the KW role |
| <ul style="list-style-type: none"> • Quality improvement | <ul style="list-style-type: none"> • Timely response to new referrals. Documentation and set up completed by agreed date |
| | <ul style="list-style-type: none"> • All complaints are satisfactorily investigated within timeframes as detailed in the CCT Complaints Flowchart and Youth Complaints Procedure |
| | <ul style="list-style-type: none"> • Continuous improvement in service delivery and systems |

2. Recruit, retain, orientation, support, leadership, and well-resourced support to staff

KEY ACCOUNTABILITIES

EXPECTED OUTCOMES

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| <ul style="list-style-type: none"> • Recruitment and retention | <ul style="list-style-type: none"> • SM has a strategy in place that covers all service delivery and includes a good mixture of full-time, part-time, casual, and permanent reliever staff that enables the ability to provide the levels of support agreed to each person |
| <ul style="list-style-type: none"> • Induction and orientation | <ul style="list-style-type: none"> • New staff are well supported in their induction and orientation • All staff will be fully vetted and orientated prior to starting shift with a three-month support plan in place |

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| <ul style="list-style-type: none"> • Team training, support and development

 • Quarterly Review Meetings (QRM)

 • Supervision

 • Staff performance issues | <ul style="list-style-type: none"> • New staff are tracked and are on time for their Competency Based Training (CBT) completion and any other training requirements • All staff have a professional development plan in place
 • Quarterly review meetings with all staff occur
 • Staff are reflective and professional in their practice • Ensures all staff have attended at least one supervision in the past three months
 • Any staff performance issues are raised and dealt with in a fair, timely and professional manner |
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3. Efficient use of limited resources

KEY ACCOUNTABILITIES

EXPECTED OUTCOMES

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| <ul style="list-style-type: none"> • Rostering and timesheet authorisation

 • Annual leave

 • Budgets are set, monitored and reported against | <ul style="list-style-type: none"> • Roster(s) and or/contact hours spreadsheets are delivered as per hours contracted
 • There are no staff with a collective leave balance over five weeks
 • SM is responsible for staying in budgeted hours within CCT policies |
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4. Professional development

ACCOUNTABILITIES

EXPECTED OUTCOMES

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| <ul style="list-style-type: none"> • Supervision/Self care

 • Professional development

 • Leadership Forum | <ul style="list-style-type: none"> • SM attends monthly external supervision and uses systems in place to address any issues. Self-reporting any personal difficulties in the workplace or stress that may impact
 • Completes Competency Based Training, Child Protection Training and identifies and attends other relevant training as per CCT requirements
 • SM actively participates and contributes to the Leadership Forum |
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5. Other duties

KEY ACCOUNTABILITIES	EXPECTED OUTCOMES
<ul style="list-style-type: none"> • Policy and Procedures • Documentation, CCT practices • Internal and external reporting 	<ul style="list-style-type: none"> • SM will follow and adhere to all CCT Policy and Procedures • CCT is an evidence-based organisation SM will complete all required documentation in a respectful, objective, accurate and professional manner always. • SM will complete high quality reports within the required timeframe

PERSON SPECIFICATION

Skills, Knowledge and Experience:

- Leadership/management experience in the disability/social services sector
- Strategic thinking with the ability to plan for the future
- A high level of professional and ethical conduct
- An understanding of the importance of clear boundaries
- The ability to build and maintain positive relationships with peers and external stakeholders
- An understanding of positive behaviour support and Applied Behaviour Analysis (ABA)
- Experience utilising de-escalation strategies
- Strong organisational and time management skills
- Highly developed sense of integrity
- Ability to listen actively
- Flexible and able to respond professionally when faced with sudden change and/or unexpected deadlines
- Strong skills in leadership, developing a team and matching
- Solution focused problem solving skills
- Highly self-motivated, directed, flexible and well organised
- Ability to work independently and to actively contribute in a team-orientated, collaborative environment
- A desire to make a difference
- Commitment to person-orientated approaches to planning and provisions of service
- A sense of humour
- Has average fitness and physical health
- Able to plan, prioritise and manage complex workloads effectively
- Ability to write detailed reports and a good knowledge of the English language
- A full New Zealand driver's licence

Qualifications:

- Has undertaken management/leadership training (desirable)
- Has a relevant tertiary qualification (desirable)
- Holds a current first aid certificate (essential)

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PERFORMANCE MEASURES

Performance will be appraised against the accountabilities and outcomes on this document and specific performance measures as negotiated.

AUTHORITIES

The position has the delegated authorities set out in CCT policies including financial signing authority to levels set in the Financial Delegations Policy.

The position has authority to performance manage and/or discipline staff following our fair play procedure.

HEALTH AND SAFETY

Everyone is expected to share CCT's commitment to avoid all accidents which may cause injury, property damage or loss of any kind. Each employee is expected to play a responsible and vital role in maintaining a safe and happy work place and are reported proactively.

Under the Health and Safety at Work Act 2015, every employee shall take practicable steps to ensure:

- The employee's safety at work.
- That no action or inaction of the employee while at work causes harm to any other person.
- All people with relevant knowledge and expertise can help make the work place healthy and safe.

RELATIONSHIPS

INTERNAL

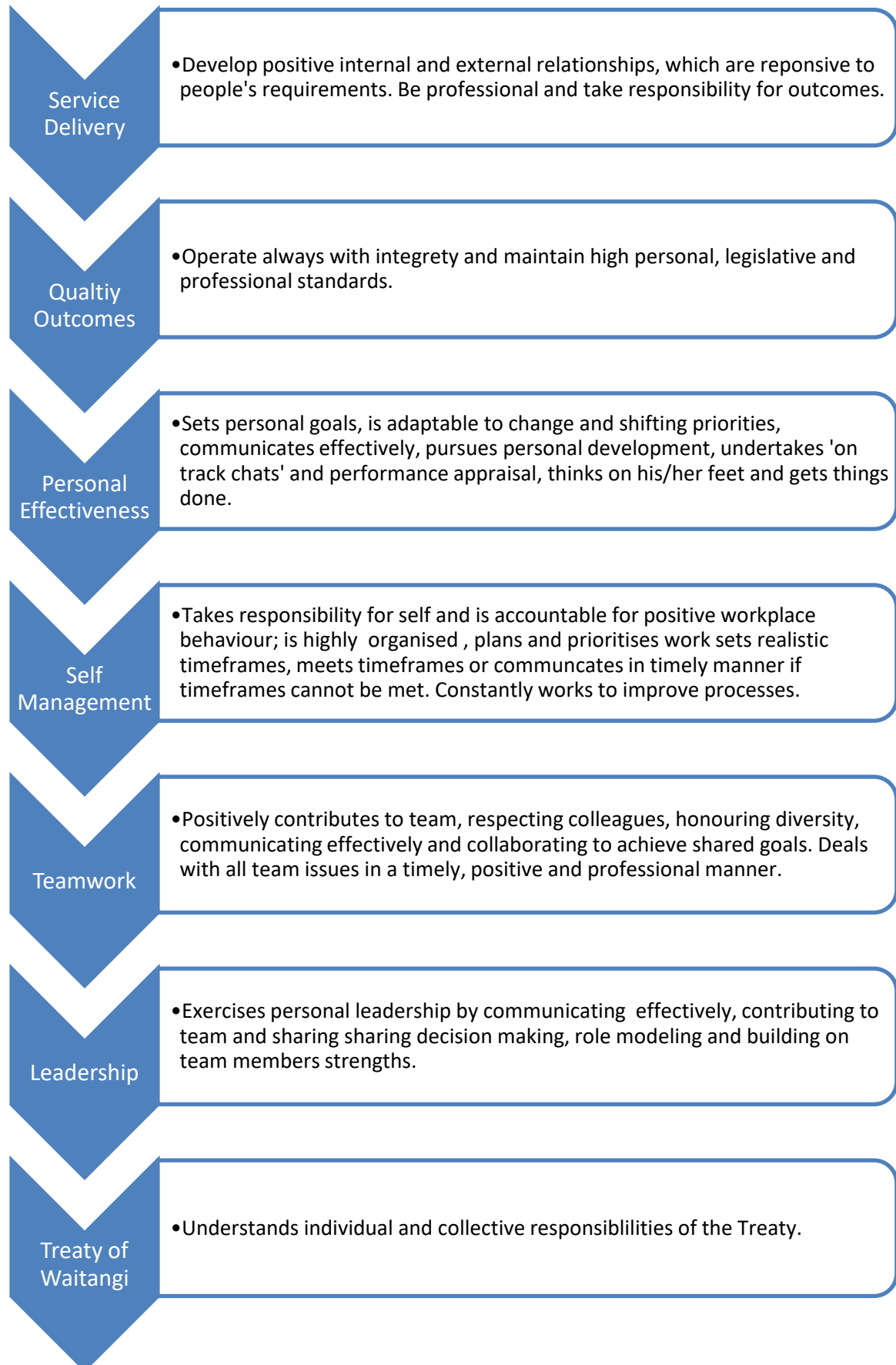
- Chief Executive
- Senior Leadership Team
- Service Managers
- Behaviour Specialist Team
- CCT staff
- People receiving support from CCT

EXTERNAL

- Parents, families/whanau and advocates of people receiving support
- Other social service agencies
- Lifelinks – NASC agency
- Community networks/links

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GENERIC CAPABILITIES EXPECTED OF ALL STAFF



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I _____ have read and understand this position description and
I am aware of the responsibilities, requirements and duties of the role and I accept this
position.

Employee Signature:

Date:

People & Capability Team Signature:

Date: