

## Schedule 4

### Position Description

General Manager

Residential and community disability support services

<b>Business area</b>	Residential
<b>FTE</b>	As per Conditions of Employment
<b>Reports to</b>	CEO
<b>Approved by</b>	CEO

### Our Culture

We are strongly inclusive and embrace diversity resulting in a rich culture that wraps around our values:

### Whanonga pono - Our Values

- Tiaki tātou – We care
- Ko tātou whakaute – We are respectful
- Ko tātou whakakotahi – We are inclusive
- Ia tātou rawe i te reira tika – We do it right

### Position Objective

- Leads the operational management and co-ordination of all services and activities within LFBIT residential facilities including staff management.
- Influences the growth and direction of residential services by identifying service needs and initiating and managing partnerships with health and rehabilitation service colleagues, voluntary agencies, and other stakeholders.

### Functional Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Chief Executive Office</li> <li>• Senior Management</li> <li>• All Residential Services Staff</li> <li>• All other Laura Fergusson Brain Injury Trust Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Kiritaki/Clients and Families/Whanau</li> <li>• Subcontracted Therapists</li> <li>• Specialists</li> <li>• Rehabilitation providers</li> <li>• Personnel from other organisations and services that are connected to the needs of the kiritaki/client or the staff.</li> <li>• Primary Care Services and Te Whatu Ora</li> <li>• Needs Assessment Agencies, the Ministry of Health, and funders - Whaikaha, ACC</li> </ul>

## Key Areas of Accountability

Area of Accountability	Expectations
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Leads and manages the residential service and team.</li> <li>• Builds the team's capability through effective and appropriate learning and development</li> <li>• Manages risk by evaluating staffing levels and mix, and advising the CEO when staff levels create risk. Ensures that adequate and competent staffing levels are maintained at all times.</li> <li>• Undertakes workforce planning to ensure the current and future staffing requirements of the residential service are met and are sustainable.</li> <li>• Ensures all performance and behaviour issues are dealt with effectively and resolved in a timely fashion.</li> <li>• Reviews and investigates complaints or grievances.</li> <li>• Ensures HR Key Performance indicators are managed effectively and reported as required by the CEO.</li> </ul>
<b>Strategic Direction</b>	<ul style="list-style-type: none"> <li>• Contributes, as a member of the Senior Management Team, to the development and growth of the service.</li> <li>• Delivers against specific objectives as described within the Annual Business Plan.</li> <li>• Assists the Chief Executive to position residential services for future success.</li> <li>• Understands and monitors sector activity and considers ways to ensure the organisation has the agility to remain competitive and able to meet the changing needs of the market.</li> <li>• Thinks plans and acts strategically to ensure the service meets kiritaki/client's current and future needs.</li> </ul>
<b>Service Delivery Management</b>	<ul style="list-style-type: none"> <li>• Ensures that new services are implemented as per the annual business plan.</li> <li>• Ensures appropriate communication and coordination of processes/activities between teams.</li> <li>• Investigates, reports and monitors service performance, including complaints and incidents/accidents. Adapts the service based on investigation outcomes.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Ensures the operational implementation of budgetary control systems and expenditure within the authority matrix is met.</li> <li>• Provides variance reports in respect to actual costs versus budgeted costs.</li> <li>• Provides Financial KPI reporting for Residential Services.</li> <li>• Identifies and proactively notifies the CEO of any emerging funding needs and changes in expenditure rates relative to budgeted amounts to prevent /reduce instances of overspending.</li> <li>• Adheres to FTE budgeted employee ratios and to contractor workforce ceilings and allocations.</li> <li>• Ensures budget targets are met.</li> </ul>
<b>Stakeholder Relationship Management</b>	<ul style="list-style-type: none"> <li>• Maintains and builds delegated relationships with funders as per Relationship Development Plan</li> <li>• Attends meetings with providers/NGO's/Funders/contract managers/families and others as required.</li> <li>• Prepares feedback to CEO where it is identified that funding issues or changes in policy may affect the Trust's business</li> <li>• Ensures processes for appropriate family and consumer participation are implemented, in particular regular review meetings with families must be held.</li> </ul>

Area of Accountability	Expectations
	<ul style="list-style-type: none"> <li>• Maintains professional relationships with doctors, specialists, and district nursing teams.</li> <li>• Manages stakeholder relationships effectively.</li> <li>• Completes a Relationship Management Plan quarterly.</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Prepares business cases for the CEO for specific projects as per annual business plan.</li> <li>• Leads the planning and implementation of projects and facilitates the definition of project scope, goals, and deliverables.</li> <li>• Defines project tasks, resource requirements and project plans.</li> <li>• Manages all allocated projects appropriately and ensures outcomes are delivered as per the annual business plan and within budget.</li> </ul>
<b>Interpersonal Relationships/ Teamwork</b>	<ul style="list-style-type: none"> <li>• Demonstrates respect and integrity at all times.</li> <li>• Establishes a trusting relationship with colleagues, clinicians, kiritaki/clients, and whanau.</li> <li>• Accepts and effects constructive change and/or criticism.</li> <li>• Displays a good team spirit and adopts a positive approach to work.</li> <li>• Empathises with others.</li> <li>• Demonstrates the ability to work independently but with the capacity to lead a team.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertakes responsibility for meeting the mandatory requirements of the Trust and any relevant professional bodies.</li> <li>• Participates in performance planning and review and the setting of performance objectives.</li> <li>• Identifies own learning requirements/deficits and develops a training plan in conjunction with manager.</li> <li>• Ensures staff performance appraisals are undertaken including developmental programmes and professional development.</li> <li>• Ensures learning plans are set, monitored, and evaluated.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Leads the development, implementation, and evaluation of quality management programme for residential services.</li> <li>• Leads the quality management team &amp; delivers quality objectives.</li> <li>• Ensure that a culture of continuous improvement, consistent with Ngā Paerewa Health and Disability Services Standard NZS 8134:2021 is actively supported, accreditation is maintained, and all services comply with relevant legislative, regulatory, and organisational policy requirements</li> <li>• Documents and reports accidents and incidents accurately in accordance with policy.</li> <li>• Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.</li> <li>• Supports continuous quality improvement.</li> <li>• Investigates incidents and accidents relating to resident population.</li> <li>• Ensures internal quality audits, service reviews and investigations are undertaken as part of the overall quality and risk management plan</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Understands and promotes customer focus (kiritaki/clients, colleagues, and clinicians).</li> <li>• Maintains confidentiality in respect to the Trust's, business, employees, and kiritaki/clients.</li> <li>• Models the Trust's values and adheres to policies and procedures.</li> </ul>

Area of Accountability	Expectations
<b>Cultural understanding of Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Understands and has knowledge of Te Tiriti o Waitangi</li> <li>• Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to Te Tiriti o Waitangi.</li> <li>• Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Māori.</li> <li>• Respects diversity of cultural and religious beliefs amongst staff and kiritaki/clients.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Takes reasonable care of own health and safety</li> <li>• Takes reasonable care that own actions do not adversely affect the health and safety of other persons.</li> <li>• Cooperates with any reasonable workplace health and safety policy or procedure that has been notified to workers.</li> <li>• Complies, so far as reasonably able, with any reasonable instruction given by the Trust, so the Trust can comply with HSWA and regulations.</li> <li>• Ensures compliance with security requirements and is vigilant in all matters of security.</li> <li>• Recognises safety hazards and risks and initiates appropriate corrective actions.</li> <li>• Attends fire and evacuation lectures and participates in drills as required.</li> <li>• Be responsible for the operational management of the Trust's health and safety programme</li> <li>• To ensure Health and Safety at Work Act 2015 responsibilities are conducted in accordance with the Trust procedures</li> <li>• Demonstrate a high level of commitment to and understanding of the Company's Health &amp; Safety Management System by ensuring they are familiar with all policies and procedures as they affect their working environment.</li> <li>• Ensure that all staff within their area of responsibility will be trained and supervised adequately in carrying out their work safely.</li> <li>• Systematically identify and assess hazards within the working environment and take all practical steps to control those hazards</li> <li>• All incidents including near misses are reported as required in Health &amp; Safety policies and procedures.</li> <li>• Ensure that all accidents/incidents/near misses are reported.</li> <li>• All lost time injury documentation is reported, and serious harm injuries are reported to Worksafe New Zealand.</li> <li>• All staff are made aware of and adequately trained in safe work practices</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Undertakes other duties as requested by your Manager from time to time</li> <li>• Performs such duties in a timely, accurate manner and in accordance with the Trust's policies and procedures.</li> </ul>

## Qualifications, Experience and Personal Qualities

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Tertiary Level qualification</li> </ul>	<ul style="list-style-type: none"> <li>Clinical/Allied Health tertiary level qualification</li> <li>A management related tertiary level qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in a senior management position within a relevant sector (health or disability) for a minimum of 3 years.</li> <li>Operational knowledge of the New Zealand Disability Strategy.</li> <li>Knowledge of and commitment to the principles of the Treaty of Waitangi.</li> <li>Knowledge of the Health and Disability Sector Standards, Health and Disability Commissioner (Code of Health and Disability Services Consumer's Rights) Regulations 1966, Health information Privacy Code 1994.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Whare Tapa Wha model of health and Tikanga.</li> <li>Knowledge of The Accident Rehabilitation and Compensation Insurance Act (would be useful but not essential)</li> <li>Experience in Traumatic Brain Injury rehabilitation/long term residential</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>Skilled at leading a team strategically and with influence</li> <li>Able to coach effectively</li> <li>Able to delegate appropriately</li> <li>Able to manage performance effectively</li> <li>Skilled at conflict resolution</li> <li>Able to connect with, engage and motivate others</li> <li>Has financial acumen</li> <li>Understands and is able to manage risks</li> <li>Able to manage change</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Self-Aware</li> <li>Resilient</li> <li>Optimistic</li> <li>Agile</li> <li>Honest</li> </ul>	

### Agreed by

Signed

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

Signed

\_\_\_\_\_  
Chief Executive

\_\_\_\_\_  
Date