



Presbyterian Support
Upper South Island

Position Description

**ENLIVEN OPERATIONS MANAGER
(CHRISTCHURCH & ENVIRONS)**

Department: Management Team

Reporting to: General Manager Social Services

Responsible to: General Manager Social Services

Direct Reports: All Enliven Team Leaders and Service Leaders working in Christchurch & Environs

ROLE DESCRIPTION

Reporting directly to the General Manager Social Services, the Enliven Operations Manager is a leadership role that is key for ensuring that the Enliven teams of Christchurch and Environs area are providing quality services from a foundation of best practice and continuous improvement. The rights of clients are clear and all staff are aware of their responsibilities for client outcomes. Services are provided in a sustainable way that upholds the vision, mission and values of Presbyterian Support Upper South Island and reflects the strategic goals of the organisation.

Key Relationships
<p>Internal</p> <ul style="list-style-type: none"> Finance & IT Manager Business Development Manager Grants Coordinator Regional Volunteer and Enliven HR Advisor Tumu Whakarae Maori and Iwi (co CEO's) Tahuhu Ahurea (Cultural Advisor) People, Culture & Wellbeing Manager Quality & Risk Manager All PSUSI employees /PSNZ staff
<p>External</p> <ul style="list-style-type: none"> Collaborative inter-agency forums/groups Social service sector partners

Document Type:	Position Description	Issue Date	29 Nov 2023
Document Owner:	People, Culture & Wellbeing Manager	Review Date	13 Feb 2025

Employee Initials: _____

Date: _____

KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
<p>1. Manage the provision of a range of high-quality services which are provided in a manner that reflects the organisations vision/mission/ ways of working and strategic goals</p>	<ul style="list-style-type: none"> • The Enliven Operations Manager is responsible for the management and professional leadership of the Enliven services in the Christchurch & Environs area. • The EOM is responsible for the successful implementation of strategic and business plans including our Quality and Risk Management and for maintaining a strong and skilled staff team and associated volunteers. • The EOM is expected to provide leadership that reflects the organisations values and promotes our mission. • A monthly report on service performance and client evaluations will be prepared for the General Manager Social Services (GMSS) • Oversight and contribution responsibility for accountability reporting of service delivery • Client satisfaction will be monitored and Team Leaders supported in the implementation of any corrective action plans • Quality improvement systems will be embedded in Enliven services. • KPI's will be monitored and reported as agreed with the GMSS • Ensure efficient use of staff resources by supporting Team Leaders in actively managing and monitoring programmes, intake, active clients, caseloads and waiting lists. • The EOM is responsible for the prudent operational financial management of their area. Long term financial strategies, annual financial budget, regular forecasting and monitoring of monthly progress.
<p>2. Role model and coach, demonstrate and instil in others professionalism and the pursuit of excellence.</p>	<ul style="list-style-type: none"> • Own practice will reflect a high degree of professionalism and skill, and will be utilised to support and coach Team Leaders and other direct reports. • A commitment to on-going learning and professional development of staff will be demonstrated. • Implement sound personal wellness strategies for themselves and support that practice for Team Leaders • Facilitate service team meetings as an effective role model and coach • Creating cohesion and consistency across Enliven services
<p>3. Services delivered will be fully compliant with all relevant legal, organisational and professional standards, risks will be identified and</p>	<ul style="list-style-type: none"> • Physical resources, plant and equipment will be maintained and effectively managed so that services can function optimally • Risk profiles for services will be identified with the relevant senior leaders annually in consultation, and updated annually and appropriate risk management plans implemented

<p>risk management plans implemented.</p>	<ul style="list-style-type: none"> • Services meet legislative requirements of the Orangi Tamariki Act 1989 and the Children, Young Persons and their Families Act 1989 (& subsequent amendments) and any other legislation governing service delivery
<p>4. Staff management systems will be effectively utilised to ensure good employee/employer practices and motivated staff</p>	<ul style="list-style-type: none"> • Team Leaders will have monthly 1-2-1 coaching sessions, annual Yearly Summaries reviews with the EQM and also hold these with their direct reports • Ensure all compliance for the teams' qualifications and registrations are current and HRIS updated • Recruitment lead by EQM with Team Leaders support, supporting the induction of new employees (eg organizing interviews , advising the pay rate with TL as they are not the budget holders) • Set objectives with performance measures regarding performance, professional development and training • Team Leaders will be encouraged and coached in working in a collaborative and participatory style • Actively participate and lead any innovative solutions that facilitate process and service improvement • Ensures professionalism and respect in all interactions with PSUSI volunteers and promote volunteer opportunities across the services utilising the skills and experience the volunteers bring to the teams
<p>5. Actively contributes to the sustainability of PSUSI services</p>	<ul style="list-style-type: none"> • Protects and promotes the PSUSI brand to ensure a positive reputation in the community • Promotes Innovation and encourages new ideas across all the teams to support sustainability of our services • Is supportive of and actively contributes to fundraising and marketing initiatives where required, such as providing client stories to the Business Development team.
<p>6. Stays up to date with advancements in field and has a focus on professional development</p>	<ul style="list-style-type: none"> • Professional development opportunities are sought proactively for self • Development requirements are signalled in advance to line manager for approval • Maintains a good understanding of current best practice in field of work and adapts accordingly. • Preparation for and attendance at monthly 1-2-1 coaching sessions • Meets objectives set at Annual Yearly Summary reviews • Promotes and embraces the use of Technology within the services e.g. . VRs and Tovertafel •
<p>7. To continue to develop cultural practices which are inclusive of Māori cultural concepts, values, beliefs and</p>	<ul style="list-style-type: none"> • Continued commitment to the development and achievement of PSUSI's cultural framework, Te Rauemi Atawhai • Where appropriate seeks assistance on cultural matters either internally or externally

Employee Initials: _____

Date: _____

practices, including commitment to the ongoing usage of Te Reo Māori.	<ul style="list-style-type: none"> • Where appropriate, combines the value of our Māori partners to ensure the underserved in our community have their needs met across social, cultural and economic sectors. • Welcoming new employees with regular mihi whakatau
8. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	<ul style="list-style-type: none"> • Ensures that a safe and healthy working environment is always maintained • Actively contributes to a safety and wellbeing conscious culture and attend H&S meetings as required. • Ensures safety, support and wellbeing of volunteers working in your team • Complies with Health and Safety policies, regulations and legislation • Takes responsibility for own health and safety and ensures no action or inaction harms others in the workplace • Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly • Has knowledge and is able to apply emergency procedures as required
9. Attends to other duties as required	<ul style="list-style-type: none"> • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of this position. Duties and responsibilities can be amended within reason from time to time by Presbyterian Support Upper South Island.

PERSON SPECIFICATION

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Relevant recognised professional qualification or equivalent experience • Previous leadership experience in a social service, health or older persons services • Full, clean driver's license 	<ul style="list-style-type: none"> • Membership of a relevant professional body and/or current practising certificate or competency

Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience leading, coaching, motivating a diverse range of professional staff • Understanding of Government Sector and relevant funding models • Financial Management skills 	

Employee Initials: _____

Date: _____

<ul style="list-style-type: none"> • Experience in participation in strategic planning activities and service development processes • Administrative management – risk, legislative and compliance. • A working knowledge of relevant legislations including Oranga Tamariki Act 1989 and Family Violence Act 2018 • Sound computer skills including the use of email, internet and Microsoft applications and databases (Word/Excel/Power Point, Pawa) • Demonstrated ability to respect and adhere to confidentiality and professional boundaries 	
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Skills and Personal Attributes:

- Excellent interpersonal skills – ability to build strong and resilient relationships with team, colleagues and stakeholders
- Coaching, leadership and staff development skills
- IT literacy and the ability to pick up new systems easily
- Ability to develop relationships that are effective, mutually respectful and resilient
- Highly organised with the ability to prioritise and meet expected deadlines
- Ability to manage confidential information with responsibility and integrity
- Commitment to ongoing professional development
- Ability to manage stress and handle emotional situations while retaining empathy
- The ability to have courageous conversations and manage effectively poor performance
- Creative problem solving
- A commitment to high quality of work, embracing and living the values at PSUSI with professionalism
- Commitment to the mission and values of Presbyterian Support Upper South Island
- Openness to and enjoyment of differences in values, beliefs and cultural practices
- Understanding of the principles of the Te Tiriti o' Waitangi

Employee Initials: _____

Date: _____