

POSITION DESCRIPTION



Role Title: *Service Manager*

Business Unit: *Child & Family Services*

Reports to: *Operations Manager*

Direct Reports: *Social Workers and Administrators (14 – 16 pax)*

Salary Band: *CAFs Pay Progression System Grades 16 - 18*

Barnardos is New Zealand's leading children's charity, doing more for Kiwi kids. Every year our services and people make a real and positive difference in the lives of thousands of children, young people and their families.

Our vision / moemoeā

An Aotearoa New Zealand where every child shines bright.

Our mission/kaupapa

Be the voice and greatest fan of the next generation
Shape brighter futures via early education and targeted social services
Create insightful ways to empower tamariki/children to shine bright

Our Guiding Principles

Kotahitanga – Unity	Ata Whakarongo – Hear with Intent
Māiatanga – Realise Potential	Kaikōkiritanga – Progress with Purpose
Mahi tōtika – Do the Right Things Well	

Barnardos is committed to the Treaty of Waitangi as a founding document of New Zealand.

Purpose of the role:

The purpose of the role is to lead the practice and operational management in a range of Barnardos Child & Family Services in line with Barnardos guiding principles and strategic plan. The role also has site management responsibilities which include day to day running of site matters such as vehicles, hard assets, building contracts etc.

Purpose of the Business Unit:

Child and Family Services work to meet the needs of children from birth to adulthood and range from population based universal services to intensive services targeted at some of New Zealand's most vulnerable children and young people.

Through our work tamariki/children are safe from physical and emotional harm; their capability and resilience and that of their family/ whanau is strengthened; they are all empowered for the future and all tamariki/children are better understood and valued in their homes and communities



Key Result Areas

Management Responsibilities

Outcome: A team of employees who are engaged, motivated and have a reputation for outstanding service delivery within the business unit/region

Key responsibilities include:

- Develop an understanding of the external environment, eg; business or funding conditions within which the service operates
- Contribute to the setting of annual budgets and planning practices for the unit and/or service that align with Barnardo's strategic plan
- Generate a local business plan along with the Operations Manager
- Monitor and manage allocated service budgets to support the achievement of financial targets, using appropriate data to inform decision making
- Contribute to a viable and sustainable operation through tracking service delivery targets against financial targets and contracts
- Contribute, monitor and negotiate contracts as agreed
- Lead effective recruitment and induction of staff in accordance with Barnardo's policies and procedures
- Identify new developments, business opportunities or strategies to grow the unit and/or service in alignment with the business plan and strategic plan.
- Identify risks to service and ensure risk management strategies are in place to mitigate them
- Ensure that accountability reporting is completed as required
- Ensure day to day site responsibilities and financial activities run smoothly and associated matters are addressed in timely manner.



Leadership

Outcome: Employees are inspired, motivated and fully engaged in provision of services

Key responsibilities include:

- Participation in professional learning and development to enhance individual leadership and management capability and facilitate learning opportunities for the team.
- Inspire and motivate all employees to be engaged in the service and Barnardo's vision, purpose and strategic outcomes.
- Be responsible for ensuring all employees, in accordance with Barnardo's policies and procedures:
 - Receive regular planned supervision
 - Are coached and mentored
 - Attend relevant work related meetings
 - Have ongoing performance reviews
 - Have access to professional development opportunities
 - Have their wellbeing and morale considered at all times
 - Have an appropriate workload allocation
 - Are supported in the consistent delivery of agreed outcomes

Relationships

Outcome: Collaborate with external and internal stakeholders to identify process improvements that support a client focused culture across responsive to identified needs

Key responsibilities include:

- Build, promote and maintain reciprocal relationships with both internal and external stakeholders
- Maintain internal and community collaborative relationships to ensure goals and outcomes for both parties are achieved and aligned to the Barnardo's strategic plan

Reporting

Outcome: Updated and accurate reporting is routinely completed within prescribed timeframes

Key responsibilities include:

- Ensure all reporting (internal and external) is completed in a timely manner within prescribed timeframes in the appropriate format
- Maintain an oversight of all contractual milestone reports
- Complete production of any statistical reports as required



Practice Standards

Outcome: Best practice standards are met or exceeded through continuous improvement practices.

Key responsibilities include:

- Monthly and quarterly reports are monitored and include complaints and supervision
- Comprehensive service reviews or audits are completed
- Staff supervision is consistent and regular
- Personal/professional development of staff is maintained
- Case work management and day to day work of staff is planned and implemented
- Work with the Operations Manager to develop and implement plans to address any significant trends concerning practice issues identified.
- Ensure all legislation, policies, practice and procedures are adhered to for the best interests of children, whanau, stakeholder and employees.

Project Management

Outcome: Lead or participate in relevant national and regional projects as identified.

Key responsibilities include:

- Maintain active involvement in any projects as agreed to with the Operations Manager
- Complete all delegated responsibilities within the project team

Ngā Pou e Whā (Māori Strategy)

Outcome: All our work is guided and informed by Ngā Pou e Whā the Barnardos Maori Strategy.

Key responsibilities include:

- Play a leadership role in ensuring all employees engage in Barnardos guiding principles, Ngā Pou e Whā and the strategic plan.
- Have a sound understanding of the principles of Ngā Pou e Whā, the Treaty of Waitangi and the ability to apply them to everyday practice.
- Ensure that all relationships are built with consideration of the Barnardos principles and Ngā Pou e Whā.



Health, Safety and Environment

Outcome: A safe and healthy working environment is maintained at all times.

Key responsibilities include:

- Taking individual responsibility and accountability for Health and Safety practices.
- Compiling with occupational health and safety legislation and regulations.
- Being familiar with and observing all Barnardos safe work policies, procedures and instructions.
- Promoting and participating in health and safety, maintaining a safe workplace, and ensuring that all equipment is used correctly at all times.
- Taking personal responsibility for own health and safety and ensure no action or inaction on your part harms others in the workplace.
- Continuing to update their knowledge and management competence in health and safety.
- Ensuring that all employees and contractors understand and accept their responsibility to adhere to and promote a safe and healthy workplace.

Other Duties as Required

Outcome: The team, function and organisation meets its purpose and strategy.

Key responsibilities include:

- Perform other duties which may reasonably be required which fit the role's purpose, and for which the position holder is qualified or has received adequate training or instruction.



Key Relationships

All Barnardos employees have a responsibility for developing and maintaining excellent relationships. In this role, the key relationships to be developed are as follows:

Within Barnardos NZ	Outside Barnardos NZ
General Manager, Child & Family Services	External clients
Operations Manager	Local community groups
Child & Family Services team	Associated sector agencies staff
NRC support staff – Finance, Payroll, IT Services	Oranga Tamariki Managers and staff
People & Capability Advisor	
Administrative and Social Work staff	

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
Appropriate tertiary and social services qualification and/or business management qualifications	Relevant sector registration/membership

Experience

Essential	Desirable
Demonstrated experience in staff supervision, leadership and development of effective teams	Previous experience in not for profit sector

Knowledge

Essential	Desirable
Proven ability to interpret and understand relevant practice and employment legislation	A strong understanding of children's rights and issues
Proven financial management skills and expertise	A sound knowledge of government or funder processes and systems



Skills and Competencies

Essential	Desirable
Strong written and verbal communication skills	Adherence to the principles of the relevant professional body's Code of Ethics or Practice/curriculum guidelines
Ability to manage and prioritise competing work requirements	

This role is not a Children's Worker under the Vulnerable Children Act 2014.

Delegations and Authority

Human Resources

- Has full supervisory / managerial responsibility, includes allocation of work, accountability for their outputs, quality etc, and review of their performance and development.

Financial – Budgetary and Expenditure Limits

- Budget Expenditure**
 - Responsibility for managing own operating expenditure budget.
- Purchase Orders**
 - Maximum authority to approve/issue purchase order to the value of: \$5,000
 - No authority to approve or issue purchase orders.
- Purchase Card (Freedom Card)**
 - Monthly limit of \$1000 and per transaction limit of \$200
 - Correspondence
- Authority to sign external correspondence

Authorisation of Position Description

Positions in Barnardos may change over time as the organisation evolves and priorities ensure that Barnardos is able to adapt and respond to changes in the business environment. Any significant changes will be discussed between the jobholder and manager and will be approved by the relevant Executive Leadership Team (ELT) member. The key responsibilities for this position may change as the job evolves.

Authorised by:	<i>Child & Family Services General Manager</i>	Date authorised:	<i>June 2017</i>
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