



# Safer Mid Canterbury Hakatere Haumaru

Together we're safer ♦ Me uru kahikatea

<b>Position:</b>	Team Leader / 2IC – Safer Mid Canterbury
<b>Location:</b>	The offices of Safer Mid Canterbury
<b>Hours of Work:</b>	24 Hours per week
<b>Date Issued:</b>	July 2023
<b>Reports to:</b>	General Manager – Safer Mid Canterbury
<b>Direct Reports:</b>	Employees working in the “Family and Community” and “Child and Youth” teams.
<b>Purpose:</b>	<p>To provide 2IC support to the General Manager. This includes learning and developing the skills necessary to provide a back-up function to the General Manager, stepping into that role as required.</p> <p>To build relationships and liaise and network in a supportive, neutral and proactive manner with community organisations, statutory agencies and local businesses to improve and maximise local resources to meet the objectives of Safer Mid Canterbury.</p> <p>To lead, manage and develop direct reports and the wider team, as appropriate, with the goal of achieving the vision and purpose of Safer Mid Canterbury and its key stakeholders.</p>

### **Functional Relationships:**

#### *Internal to Safer Mid Canterbury:*

- ❖ General Manager
- ❖ Safer Mid Canterbury Board (including Board Chair and Trustees)
- ❖ Safer Mid Canterbury Advisory Committees
- ❖ Safer Mid Canterbury Staff
- ❖ Direct reports

#### *External to:*

- ❖ Key stakeholder groups
- ❖ Ashburton District Council
- ❖ NGO's
- ❖ Local and central government departments
- ❖ Funding Providers
- ❖ NZ Police
- ❖ Schools
- ❖ Media
- ❖ Iwi, Hapu and Māori Community Organisations
- ❖ Community at large (including individuals, groups and organisations)

#### **Job Responsibilities:**

- Learn and develop key general management skills in order to provide effective cover for the General Manager, undertaking their tasks as necessary.
- Develop service in line with contractual requirements.
- Develop reporting tools and provide reports in line with contractual requirements.
- Ensure achievement of contractual outcomes.
- Employ, carry out day to day supervision of and support service staff.
- Oversee and carry out risk planning for service and service activities.
- Take a leadership role in building relationships and networks across organisations and agency's.
- Lead the 'Family and Community' and 'Child and Youth' teams
- Ensure contract reporting is completed as required.
- Ensure staff utilise and maintain client management system.
- Take a lead role in the development of systems and processes.

**Key Functions:**

Key Accountability	Standards/Achievements
<p><b>General Manager Support and Back-up</b></p>	<ul style="list-style-type: none"> <li>• Provide back-up to the General Manager, undertaking their duties as needed (e.g. – to cover leave).</li> <li>• Continue to learn and develop the skills required to effectively undertake General Manager duties, as required.</li> <li>• Manage the employment of the “Family and Community” and “Child and Youth” teams at Safer Mid Canterbury, in line with employment policy.</li> <li>• Understand all Safer Mid Canterbury contracts and contractual requirements around these.</li> <li>• Ensure a high quality and timely report on all contracts as per those contracts.</li> <li>• Ensure the delivery of projects as per contractual requirements.</li> <li>• Review delivery systems at regular intervals, implanting accepted recommendations.</li> </ul>
<p><b>Operational and Staff Oversight</b></p>	<ul style="list-style-type: none"> <li>• Organise and manage resources and funding to ensure service delivery against the annual work plan</li> <li>• Manage and oversee the Client Management System, ensuring it is completed accurately by all staff.</li> <li>• Develop and maintain a professional and motivated workforce</li> <li>• Recruit, train and performance manage staff as needed</li> <li>• Lead staff to exemplify best in class performance that is driven by accountabilities.</li> <li>• Lead day to day operations in accordance with policies, procedures and agreed KPIs.</li> <li>• Provide high quality operational and performance reporting to both internal and external stakeholders</li> <li>• Work with the General Manager in establishing an appropriate service structure and processes for service delivery including the seamless sharing of resources as required.</li> <li>• Maintain up to date employment contracts and job description, reviewing them as required or as legislative requirements may dictate. (We use an HR Consultant for all legal requirements)</li> <li>• Be willing to step up to the role of General Manager</li> </ul>

	in their absence, if and when asked to do so
<b>Relationship Development</b>	<ul style="list-style-type: none"> <li>• Establish and maintain appropriate professional relationships with key stakeholders and forums.</li> <li>• Strengthen relationships and structures to support collaboration across local agencies.</li> <li>• Key stakeholders would include our secondary schools, ministry health providers, Police, Oranga Tamariki, MSD, Government funders, Council and the local and regional NGO sector organisations.</li> </ul>
<b>Strategic</b>	<ul style="list-style-type: none"> <li>• Facilitate and lead bi-monthly meetings with all direct reports.</li> <li>• Attend all-of-organisation meetings on the alternative month.</li> <li>• Attend monthly management meetings with the General Manager and other members of the Management Team.</li> <li>• Contribute as part of the management team, overseeing the organisational functions such as policies, system changes and planning etc.</li> </ul>
<b>Planning and Reporting</b>	<ul style="list-style-type: none"> <li>• Adhere to the internal reporting system for case workers to record information and report monthly to you. Each direct report will complete their monthly line report by the 5th of the following month and will meet with you to discuss by the 10th of each month. This excludes all staff employed on the behalf of other trusts or organisations.</li> <li>• Coordinate for staff employed on the behalf of other trusts or organisations to complete their monthly report 5 days before scheduled monthly Board Meetings and attend Board Meetings with these employees to talk about the report at this meeting. No separate meeting is needed like other direct reports.</li> </ul> <p>You will complete a monthly written report by the 15th of each following month, and give to the General Manager. You will meet with the General Manager by the 20th of each month to discuss the report.</p> <ul style="list-style-type: none"> <li>• Collate information and project updates into one six monthly report to feed back to key stakeholder group and General Manager</li> <li>• Ensure staff contract reports are completed and submitted by contract due dates.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Attend appropriate conference, education opportunities, training workshops relative to the position as required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain and update own knowledge base as appropriate.</li> <li>• Ensure appropriate training and development for direct reports.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Undertake other tasks associated with the Planning and Reporting functions, for example District Annual Planning Processes, Needs Assessment, Strategic Planning etc.</li> <li>• Participate in 'Family and Community' and 'Child and Youth' forums.</li> <li>• Other duties as requested by the General Manager</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure that your direct reports comply with Health and Safety Policies and legal requirements. (We have a separate Health and Safety Officer).</li> <li>• Ensure any hazards are identified, eliminated or controlled and reported on immediately.</li> <li>• Ensure any accidents or near misses are reported and recorded immediately.</li> <li>• Personally observe and follow Company Health and Safety requirements.</li> <li>• Report any significant Health and Safety concerns or incidents to the Health and Safety Officer.</li> </ul>
<b>Cultural Safety and Diversity</b>	<ul style="list-style-type: none"> <li>• Application of cultural competencies</li> <li>• Understanding of how various populations require support to be delivered (this includes urban and rural differences)</li> </ul>
<b>Commitment to the principle of the Te Tiriti O Waitangi</b>	<ul style="list-style-type: none"> <li>• Recognise Maori as tangata whenua.</li> <li>• Understand the importance of equal opportunity to access and outcomes from that service. This may require differing levels and types of service provision.</li> <li>• Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</li> </ul>
<b>Honouring Cultural Diversity</b>	<ul style="list-style-type: none"> <li>• Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.</li> </ul>
<b>Utilise Information Technology</b>	<ul style="list-style-type: none"> <li>• Demonstrate an ability to access and use available client management systems.</li> <li>• Is conversant with applications required for specific discipline/role.</li> <li>• Maintains own professional development by attending relevant training.</li> </ul>

*I have read and understood the above Job Description and accept all of the above responsibilities incorporated herein.*

Signed by \_\_\_\_\_

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**Team Leader / 2IC – Safer Mid Canterbury**

\_\_/\_\_/\_\_

Date

Signed by \_\_\_\_\_

\_\_\_\_\_

**General Manager – Safer Mid Canterbury**

\_\_/\_\_/\_\_

Date

DRAFT

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## PERSON SPECIFICATIONS

	Minimum	Preferred
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A Diploma pass or equivalent level of learning through experience in a field that furnishes them with the skills needed for a position of this type.</li> </ul>	<ul style="list-style-type: none"> <li>• A University Degree (Bachelor level) pass or equivalent level of learning through experience in a field that furnishes them with the skills needed for a position of this type.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in leading staff.</li> <li>• An understanding of the community sector.</li> <li>• Demonstrated knowledge and understanding in the social services sectors.</li> <li>• Experience in cross agency collaboration.</li> <li>• Demonstrated experience leading projects.</li> <li>• Experience with working with Maori organisations and community groups.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in employing, leading and managing staff.</li> <li>• A minimum of three years' relevant experience in community funded and/or not-for-profit sector of practice.</li> <li>• Demonstrated knowledge and experience in the social services sectors.</li> <li>• Leadership in cross agency collaboration.</li> <li>• Demonstrated experience leading complex projects across agencies.</li> <li>• Demonstrated knowledge and experience working with Maori whanau, hapu and iwi.</li> </ul>
<b>Skills/Knowledge/Behaviour</b>	<ul style="list-style-type: none"> <li>• Project management skills.</li> <li>• Well-developed interpersonal skills.</li> <li>• Strong listening skills and ability to draw together different ideas.</li> <li>• Excellent relationship building and management skills.</li> <li>• Well-developed written and oral communication skills, with the ability to communicate with a wide range of people and organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced Proven Project Management skills.</li> <li>• Proven interpersonal and relationship management skills with the ability to relate with a wide range of people.</li> <li>• Excellent oral and written communication skills.</li> <li>• Advanced skills in accessing and interpreting relevant research.</li> <li>• Well-developed conceptual thinking with a strategic focus.</li> <li>• Demonstrated networks with relevant stakeholders.</li> </ul>

	<p>(including media).</p> <ul style="list-style-type: none"> <li>• Planning and service development skills.</li> <li>• Advanced communication and negotiation skills.</li> <li>• Excellent presentation skills.</li> <li>• Quality Improvement knowledge and skills.</li> <li>• Project report writing experience.</li> <li>• Time management skills.</li> <li>• Experience in using Microsoft based systems, such as Outlook and Word.</li> </ul>	<ul style="list-style-type: none"> <li>• Proven ability to research, analyse and present data/information/reports.</li> <li>• Demonstrated knowledge of quality systems and evidence-based practice.</li> <li>• Demonstrated knowledge of private, public and voluntary resources in the community.</li> <li>• Ability to achieve complex outcomes delivering reports on time and within budgets.</li> <li>• Ability to plan and evaluate own work programme.</li> </ul>
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Innovative, creative and flexible.</li> <li>• Team player with a “can do” attitude.</li> <li>• Ability to work with minimum supervision.</li> <li>• Action oriented.</li> <li>• Energetic and self-motivated.</li> <li>• A proven ability to prioritise competing demands.</li> <li>• Commitment to professional development.</li> <li>• Proven to be a self-starter and have an ability to motivate others.</li> <li>• To be sensitive to and have a commitment to cultural awareness and its application in practice.</li> <li>• A current full drivers licence.</li> </ul>	



## CONDITIONS OF APPOINTMENT

### 2IC – Safer Mid Canterbury

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Hours of Work:	<p>Your ordinary hours of work will be 24 hours per week. Due to the nature of the position some flexibility in hours will be required however hours will generally be worked Monday to Friday inclusive.</p> <p>On occasion there may be the need to work outside of what might be considered ordinary working hours, e.g. attending meetings or events in the evenings or occasional weekend.</p>
Remuneration:	Salary package to be negotiated with preferred candidate.
Place of work:	The staff member will work from our main office based in Ashburton and will also need to spend time working out in the community. There will be the need to travel on occasion to other locations outside our district.
Other conditions of appointment:	Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000 and its amendments, other Acts which govern employment and an Individual Employment Agreement.