

## CareNZ Job Description

### CLINICAL MANAGER

**Responsible to:** General Manager, Operations  
**Responsible for:** Team Leaders (as appropriate)  
 Service delivery staff

#### Dimensions

Location of work	Arohata Prison DTU
Other information	<i>Travel may from time to time be required</i>
Financial authority	<i>As specified by CareNZ's Financial Authorities Delegation Policy</i>
Internal relationships	<i>Line manager Team members Partner agencies National office staff Wider CareNZ staff</i>
External relationships	<i>Service users and their whanau Referrers Partner agencies Funders Statutory agencies Community groups</i>

#### Job Context and Environment

Care NZ is a leader in the provision of services and interventions for people experiencing problems with alcohol and other drugs with a range of community and prison based services across New Zealand.

#### Position Summary and Duties

- Manage all areas of the designated Service to ensure efficient service delivery;
- Manage the service delivery of the designated Service to ensure it meets clients' needs, contractual & legislative requirements & company policies;
- Manage the service's financial systems;
- Ensure service meets contractual targets;
- Manage the team leaders (as appropriate) and service delivery staff at the designated service(s) to ensure appropriate & effective performance.

#### Tasks

## Service Management

### *Maintain own knowledge in specialist area*

- Ensure that you maintain an up to date knowledge relevant to area of work;

### *Promote bi-cultural approach to service delivery*

- Ensure that services are delivered within a bi-cultural framework and that Maori perspectives are appropriately incorporated into all aspects of service delivery.

### *Promote peoples equality, diversity and rights*

- Ensure service delivery is delivered within an anti-discriminatory framework;
- Ensure service user rights are respected.

### *Provide facilities for your organisation*

- Ensure the Service has a safe, quality & conducive environment for employees to work & service users to use.

### *Develop, negotiate and agree proposals to offer services*

- Ensure that all contractual agreements with purchasers & funders are adhered to.

### *Manage activities to meet customer requirements*

- Work with the General Manager, Operations to ensure appropriate & effective liaison & negotiation occurs with purchasers & funders;
- Ensure all relevant company & partner agency service policies, procedures & systems are adhered to in respect of the designated service(s);
- Ensure appropriate records are made & maintained;
- Ensure that all monitoring occurs & appropriate records made;
- Keep the General Manager, Operations informed of service performance & issues as & when necessary/required;
- Provide the General Manager, Operations with reports in respect of the service(s) as & when required.

### *Manage change in organisational activity*

- Identify areas for improvement and enhancement of service delivery based on performance data;
- In conjunction with the General Manager, Operations assess feasibility of options and plan implementation of changes;
- Implement and manage change plans.

### *Use information to take critical decisions*

- Analyse and obtain information on service performance;
- In conjunction with the General Manager, Operations make decisions which are critical to the operation and performance of the service;
- In conjunction with the General Manager, Operations analyse available data to provide information to the Operational Management Team to support decision making of strategic organisational importance.

### *Develop and sustain arrangements for joint working between workers and agencies*

- Work with the General Manager, Operations to ensure appropriate & effective liaison & negotiation occurs with other agencies and e.g. Health, partner agencies, referring agencies, services in the community, community probation and prison based case managers etc.

### *Facilitate meetings*

- Attend meetings as required, representing and contributing on behalf of the organisation effectively.
- Lead (chair) meetings as required.
- Provide activity reports and discuss issues raised at Service Review Meetings

## **Service Delivery**

### *Manage the performance of teams and individuals*

- Work with & support Team Leaders (as appropriate) and service delivery staff to ensure a high quality service delivery, which is responsive to service user needs, occurs;
- Monitor & review service delivery performance to ensure that service objectives as well as service user needs are met;
- Monitor & review service delivery performance to ensure that the service's effectiveness is maximised;
- Ensure that service delivery fulfils contractual & legal requirements & obligations;
- Promote culture of risk awareness and quality assurance;
- Ensure that appropriate selection, admission & discharge of service users occurs;
- Ensure that all records are appropriate & are maintained;
- Ensure that all monitoring occurs & appropriate records are made;
- Work with the General Manager, Operations in developing service delivery in line with organisational evidence base, service user needs, purchasers' requirements & legislative obligations;
- Ensure that Service targets are achieved.

## **Financial Management**

### *Manage the use of financial resources*

- Manage & monitor service finances, reporting to the General Manager, Operations as per organisational financial procedures & controls.
- Work with the General Manager, Operations to ensure that service expenditure is contained to the allocated budget.
- Work with the Finance Team to ensure that all service income is collected, monitored & records kept & maintained.
- Maximise the use and effectiveness of available resources.

## **Human Resource Management**

### *Select personnel for activities*

- Ensure that appropriate & effective recruitment & selection, induction, performance & retention of staff occurs to maintain effective, skilled teams who are able to meet client needs & organisational goals;
- Ensure staff maintain appropriate registrations and practising certificates as appropriate to their role.

### *Provide supervision to staff*

- Provide regular supervision to team members;

- Ensure CareNZ Supervision and Performance Appraisal policies and systems are adhered to.

#### *Develop teams and individuals to enhance performance*

- Implement the Performance Management System in accordance with the agreed policy & procedure;
- Work with Team Leader (as appropriate), National Managers & Human Resources to identify training needs and requirements in designated service;
- Ensure each team member has a personal development plan.

#### *Manage performance of teams and individuals*

- Manage (including allocation of work) & motivate staff within the designated service(s) in accordance with organisational Human Resource Management policies & procedures to maximise performance;
- Supervise Team Leader (as appropriate) within allocated area to provide support, guidance & direction as appropriate;
- Provide feedback to teams and individuals on performance.

#### *Deal with poor performance in your team*

- Support team members who have problems affecting their performance
- Conduct interviews in respect of absence as per company policy & procedure as & when appropriate;
- In conjunction with General Manager, Operations and Human Resources implement disciplinary and grievance procedures.

### **Self Management**

#### *Develop your own knowledge and practice*

- Reflect on your own values, priorities interests and effectiveness
- Make use of supervision
- Incorporate new knowledge into the development of your practice

### **General:**

#### *Develop productive working relationships*

- Promote professionalism, good practice & the company mission, values, objectives and targets in all areas of work;
- Develop trust and support of colleague, team members and National Manager;
- Minimize interpersonal conflict within teams and with other agency staff.
- Ensure all staff adhere to current legislation & regulations as well as company polices, procedures, practices & systems.

#### **DAPAANZ F1.4 Relating and communicating:**

- Relates with empathy and communicates effectively with clients, family and whanau
- Communicate effectively with services users, their family, whanau and others

#### **DAPAANZ 4.3 Stigma and discrimination:**

- Uses strategies to challenge stigma and discrimination and promotes social inclusion.
- Provide services that reduce the stigma and discrimination experienced by our service users their family and whanau.

DAPAANZ F5.1 Ethics, law and policy: *Practises in accordance with ethical, legal and professional practice standards.*

- Carry out all duties in accordance with CareNZ's policies and procedures.
- Respect the rights of clients and their families and whanau under the Code of Health and Disability Services Consumers' Rights.
- Abide by appropriate professional code of ethics.

**Other Duties:**

DAPAANZ F8 Working with Communities

- Support community wellbeing initiatives and the harms related to alcohol and other drugs as appropriate.

Undertake any additional duties as may be reasonably required by the National Manager.

**All interventions are to be delivered in line with CareNZ's Equal Opportunities Policy, particularly concerning age, culture, ethnicity, gender, sexual orientation, religion, and educational ability.**

**This job description is subject to review and revision, as agreed by the post-holder and the Chief Executive (or their delegate), in order to maintain a relevance to work undertaken and any changes to the demands of the internal, or external environment.**

*Appointments will be made subject to necessary police and Ministry of Justice clearance.*

Signature .....  
(Employee)

Date .....

Signature.....  
(Manager)

Date .....