

Position Title:	Service Delivery Manager - Disability
Reporting Manager:	Regional Manager - Disability
Tier:	4
Division:	Service Delivery
Location:	Various

Who we Are

HealthCare NZ provides a wide array of health and human services to people throughout New Zealand. We serve people in their homes and communities as well as in specialised treatment settings. We help people gain access to needed services and provide oversight and management services for people who have disabilities, ensuring they receive vital services, are safe, well-cared for and live as independently as possible.

HealthCare NZ's vision is to be a leader in community support and a partner in community wellbeing. Since 1988 we have been caring, supporting and empowering people in need to live independently, safely and well in their community. Our commitment is to provide a way of working with those we support, stakeholders, business partners and staff based on our values - respect, support and excellence.

We are committed to ensuring our services are delivered to Maori clients in a manner that recognises and respects Maori values and beliefs. As an organisation we recognise our obligation to Te Tiriti o Waitangi and acknowledge Maori as tangata whenua who have unique values, social structures and worldviews.

We work with a range of partners in local and central Government, public and private sector agencies and community groups to advise on delivering effective and efficient healthcare now and in the future.

Service Delivery Manager - Disability

Why You're Here

As the Service Delivery Manager – Disability, you are responsible for leading the delivery of disability support services. You will be responsible for a group of residential, vocational, or respite services and community-based disability support services within your assigned region. You will lead a team to deliver support to our customers in an integrated, person-led, clinically informed manner, with a focus on quality of life and cost effectiveness.

What You'll be Doing

Strategy

- Apply the Service Delivery Strategy to the provision of services that you lead
- Deliver appropriate quality-of-life, clinically informed, person-centric support for the people we support.
- Engage with internal and external stakeholders to ensure their interests are met in the operation of your services.
- Implement the Service Delivery Strategy in collaboration with the Service Centre and other business functions.
- Create and communicate clarity to employees, customers, and internal and external stakeholders regarding the purpose, objectives, and success factors of the business.

Business Development

- Work closely with your Regional Manager, the Strategy and Partnerships team, the Disability and Social Services team, and the Service Centre to deliver new and enhanced service and product offerings to our customers
- Actively manage services to ensure we maintain and grow market share while also retaining current contracts
- Develop and maintain strong relationships with Needs Assessment & Service Coordinators (NASC) and other stakeholders, ensuring we are open and responsive to their requests for service provision

Leadership

- Build and maintain an engaged, cohesive and high performing team across the services you lead
- Actively and positively engage as a member of the Regional Service Delivery Team
- Lead and develop your team, ensuring that Talent Management and Succession Planning for critical positions is actively managed
- Create and implement effective workforce development plans for your assigned area of responsibility, including recruitment and retention of all employees
- Communicate and reinforce clarity of vision and strategy and ensure objectives are being met
- Display and promote the values of the business in everything that you say and do
- Build and maintain effective relationships with your team members and be highly visible
- Implement improved processes and provide advice consistent with organisational plans, policies, and values
- Work collaboratively with managers to plan and implement change in an inclusive, people-focused manner
- Monitor the effectiveness of employee's decision making and service delivery, provide feedback, performance management, and development as appropriate
- Implement new disability services for those we support, and actively seek opportunities to provide services in-house where it makes sense for the business
- Lead the delivery of disability services for your area, ensuring quality is embedded into everything we do
- Continually look for opportunities to add value to the products and services we deliver to our customers.

Building Relationships & Networks

- Place the people we support at the centre of everything we do, respecting the individuality and uniqueness of each person using our services through person-centred service planning
- Build and maintain strong, open communication with the people we support, and their families/whanau, communities, and natural support networks
- Build and maintain strong relationships with the Service Centre
- Work closely with Service Centre & Service Delivery colleagues in your area to provide integrated services to the people we support
- Build and maintain strong proactive relationships with local NASCs, referrers and suppliers, and actively seek to grow services for the business.

Workforce Management

- Work collaboratively with the Service Centre to ensure rostering requirements, including capability required, meets the needs of the customer and our obligations to Funders
- Work collaboratively with the Service Centre to ensure there are no gaps in service provision
- Liaise with the Recruitment team to ensure recruitment for required resources is completed, and new employees meet the capability level needed for the provision of services
- Where appropriate, engage with the person and their family/whanau in the recruitment process of Support Workers
- Onboard and induct new Support Workers into the organisation and ensure ongoing communication which is clear and positive, and recognise the important role they fulfil for our customers

Concern for Quality & Standards

- Achieve service delivery and data quality standards along with quality performance indicators for the services you and your team provide
- Monitor and effectively manage the quality performance of services
- Engage with internal and external auditors to ensure that there is a focus on embedding continuous improvement initiatives
- Embed quality and quality of life into our products and services
- Effectively manage the reporting, investigation, and resolution of complaints, incidents, and Sentinel events.

Financial

- Ensure the balanced management of funding contracts in your area, to ensure both customer needs and financial requirements are met
- Own the Profit and Loss performance of your assigned services, including management of your allocated budget
- Implement and adhere to procurement protocols in order to maximise value
- Actively work to improve the financial performance of your assigned services.

The Rules that are Important

- Comply with all company policies, guidelines and procedures
- Behave in a manner consistent with the values and conduct standards of the organisation
- Embrace and promote a working environment that is culturally diverse
- Promote and support initiatives that contribute to a healthy and safe working environment for employees, visitors, contractors, and the people we support
- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor and contractor management
- Ensure awareness of, and adherence to, all employment and Health & Safety legislative requirements
- Take the direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete.

The Skills, Knowledge and Experience You'll Need

- Experience in a service delivery or operations role, preferably within the health/disability or community services sectors
- Experience in leading the delivery of services and products, preferably in a 'High and Complex Needs' or Residential Care (24/7) or Public Health provider setting
- Experience managing the admission, treatment and discharge of unwell or unstable clients
- Financial and budget management experience
- A passion and expertise for working collaboratively and developing skills in others
- Excellent interpersonal, communication and influencing skills, and highly developed emotional intelligence
- An Understanding of the principles of the Treaty of Waitangi and how these can be applied
- A love of problem solving combined with resilience to cope with the unexpected or difficult
- Excellent planning and organisational skills, with project management experience
- Sound judgement and a high level of integrity.

Who You will be Leading:

- Support Workers (Kaiawhina)

Key Relationships

External: Regional Funders – Needs Assessment and Service Coordinators (NASCs), District Health Board (DHB), Oranga Tamariki and other government and non-government funding agencies and disability advocates; private funders; Iwi; suppliers; and Industry bodies

Internal: Service Delivery colleagues; neighbouring regions; Service Centre team; Mental Health & Wellbeing team; Disability and Social Services team; Shared Services teams (People & Culture, Finance, Marketing & Communications, Quality, Strategy & Partnerships); MySkill

Committees & Groups: Project teams, Industry bodies and sector committees as required.

Agreement:

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my Manager to gather information from third parties where necessary for the purpose of performance management.

Name: _____

Signature: _____

Date: ____ / ____ / ____