

**Position Title:** Specialist Services Manager  
**Reporting Manager:** Regional Operations Manager  
**Tier:** Tier 4  
**Division:** Mental Health & Wellbeing  
**Location:** Upper North / Lower North / South

### 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 or therapeutic support needs, 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.

### Specialist Services Manager

#### Why You're Here

As part of the Mental Health and Wellbeing leadership team the Specialist Services Manager contributes to the Mental Health and Wellbeing strategic development through strong collaboration.

You are responsible for the growth and development of services, day to day management and coordination to ensure the provision of quality wellness, psychology and positive behaviour support services through the provision of effective methods and strategies within your portfolio.

You will lead a team of psychologically informed practitioners who provide assessment, training and supervision, individual and group therapy, consultation and advice to our clients. Working in both transdisciplinary and multidisciplinary contexts, brings together a variety of disciplines and expertise to ensure delivery of an efficient, innovative, person centred and community focused service to our clients.

#### What You'll be Doing

##### Leadership

- Build and maintain an engaged, cohesive and high performing team
- Communicate and reinforce clarity of vision and strategy and ensure team objectives are being met
- Effectively coach your team to achieve the best possible outcomes for all clients and stakeholders., including providing supervision, team meetings and support
- Lead and develop your team, ensuring that Recruitment, Talent Management and Succession Planning for critical positions is actively managed
- Ensure appropriate professional development, training programmes and workforce strategies are developed to ensure team members can deliver services in accordance with expected standards and practices

- Ensure Specialists are supported professionally and in ways which enable them to effectively function across and within different disciplines
- Monitor the effectiveness of employee's decision making and service delivery, provide feedback, performance management, and development as appropriate
- Display and promote the values of the business in everything that you say and do
- 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

### **Service Delivery**

- Contribute to referral and prioritisation processes for review and allocation of new referrals
- Support Behaviour Specialists to develop appropriate plans relating to client assessment, goals and outcomes.
- Support Specialists to undertake assessment and therapeutic work to the required competency and within their scope of practice
- Promote exploration, discussion and resolution of ethical issues arising in service delivery
- Provide oversight and direction to ensure support provided is client focused and the approach to service delivery is flexible
- Facilitate additional meetings and debriefing following challenging situations
- Provide advice and support to clients, their family/whanau, and colleagues across the wider business, within your scope of practice
- Ensure the Mental Health & Wellbeing Maori Plan is actively fully supported and implemented
- Continually look for opportunities to add value to the products and services we deliver to our customers.

### **Building Relationships & Networks**

- Develop and maintain effective positive working relationships with key stakeholders both regionally and those that are nominated nationally
- Develop and maintain positive relationships with client and parent advocacy groups
- Network with referring organisations and other relevant services
- Develop and maintain functional and positive relationships with advisory and advocacy groups and local iwi
- Build and maintain effective relationships with your team members and be highly visible.

### **Concern for Quality & Standards**

- Achieve service delivery and data quality standards along with quality performance indicators for the services you and your team provide
- Ensure continuous quality improvement systems are in place, being followed and are effectively driving quality standards throughout the services that Mental Health & Wellbeing provide
- Contribute to the development of Mental Health & Wellbeing's standards, operations, policy and protocols in line with sector and internal standards
- Ensure risk management systems and strategies are implemented, practiced and are effective in minimising risk
- Ensure adherence to Mental Health & Wellbeing's quality programme requirements
- Effectively manage the reporting, investigation, and resolution of complaints, incidents, and events in partnership with Quality, Clinical and Health & Safety subject matter experts, where required
- Support the Regional Operations Manager with the completion of quality audits and self-assessment to ensure practises are aligned with expected standards and continuous improvement is practiced.
- Monitor and maintain service delivery levels to the required contractual, sector and Mental Health & Wellbeing mandated processes and standards.

### **Financial**

- Contribute to the management of the regional budget, ensuring effective management of resources
- Provide monthly analysis and reports on financial performance with any variances identified and required actions noted
- Implement and adhere to procurement protocols in order to maximise value
- Actively work to improve the financial performance of your assigned area

## 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

- Demonstrated leadership experience in building and maintaining a high performing team
- Experience in the field of disability, supporting mental health and wellbeing, or trauma focused treatment
- Ability to work across boundaries in their profession in a transdisciplinary or multidisciplinary way
- A relevant tertiary qualification
- Financial and budget management experience
- Demonstrated commitment to ensuring the rights of people with disabilities are upheld and respected
- 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
- An understanding and commitment to multi-culturalism
- Ability to self-manage, set standards; be self-directed and self-motivated
- Excellent planning and organisational skills, with project management experience
- Sound judgement and a high level of integrity.

## Who you will be Leading:

- **Mental Health & Wellbeing Specialists** (comprising of Psychologists, Speech Language Therapists, Occupational Therapists, Social Workers, Teachers, Psychotherapists/Counsellors and other relevant disciplines)

## Key Relationships

**External:** Clients and their family/whanau; and support networks; Accident Compensation Corporation (ACC), Needs Assessment and Service Coordinators (NASCs), disability service providers, District Health Boards (DHB); Oranga Tamariki and other government and non-government funding agencies and health advocates; private funders; Iwi; suppliers; and Industry bodies

**Internal:** Mental Health & Wellbeing colleagues; HealthCare NZ Service Delivery colleagues; Disability & Social Services colleagues; Shared Services teams (People & Culture, Finance, Marketing & Communications, Quality, Strategy & Partnerships)

**Committees & Groups:** Health & Safety Committee; Project teams, Industry bodies and sector committees as required.

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## 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: \_\_\_\_ / \_\_\_\_ / \_\_\_\_