

Community Connections

Position Description – Service Manager

Reporting to:	Executive Director
Purpose	The Service Manager will be responsible for the efficient and effective management of Community Connection’s services within a specified geographical area.
Overall responsibilities	<ul style="list-style-type: none"> ◆ Supporting Coordinators with their practice ◆ Overall Management of delegated budgets ◆ Managing the referral/intake process ◆ Assisting Coordinators with staff recruitment ◆ Provide effective leadership within geographic team of Community Connections ◆ Part of senior management team (SMT) ◆ To work in partnership cooperatively with other Community Connection Managers, staff, NASCs, funders and clients ◆ Representing Community Connections’ vision and practice ◆ To recognise and apply the principles of Te Tiriti o Waitangi.
Specific Duties	Performance Indicators
<p>1. To individuals:</p> <ul style="list-style-type: none"> a. Manage with Coordinators the intake and exit of clients. b. Monitoring services to individuals to ensure goals identified are met. c. Assisting with any client disputes or complaints that arise in the delivery of service. 	<ul style="list-style-type: none"> a. Service growth is effectively managed b. Individuals have access to required services and supports as agreed with them c. Disputes etc handled effectively and all parties satisfied with their resolutions
<p>2. To Coordinators:</p> <ul style="list-style-type: none"> a. To support the overall functions of Coordinators. b. Assist with staff recruitment. c. Assist with performance management of staff. d. Assist Coordinators to monitor and maintain service delivery systems including quality assurance 	<ul style="list-style-type: none"> a. Coordinators are confident in their roles b. Appropriate staff are recruited as required and are formally orientated to Community Connections c. Coordinators confident and supported in performance management duties

<ul style="list-style-type: none"> e. Assist to identifying and actioning training needs of staff. f. Assist Coordinators with relationships with other organisations in maintaining effective links. g. Supporting Coordinators with their own appraisals and professional development. 	<ul style="list-style-type: none"> d. The organisational service and quality systems are followed within designated area e. Training needs identified and appropriate training sourced f. Good relationships are developed with other agencies g. Performance appraisals documented and outcomes implemented
<p>3. To the service:</p> <ul style="list-style-type: none"> a. Provide effective management and leadership to team. b. Ensure quality of practice meets contractual requirements, legal obligations and organisational policies and procedures c. Developing and managing budgets. d. Strategic planning with the SMT. e. Contributing to development of policies and procedures. f. Monthly report to Executive Director. g. Monitoring of all other statistical data relating to service delivery eg. Delivered hours. 	<ul style="list-style-type: none"> a. Community Connections' continues to evolve better practice in supporting people within their community b. The service quality is sound as determined by relevant audits c. Realistic budgets are set, monitored and achieved d. Provides effective input into SMT planning e. Policies and procedures remain up-to-date and relevant f. Monthly reports received by ED g. Service remains within prescribed boundaries
<p>4. To networks</p> <ul style="list-style-type: none"> a. To maintain positive relationships with NASCs and other relevant agencies b. To promote a positive image of Community Connections within the community 	<ul style="list-style-type: none"> a. Regular meetings with NASCs, attends community forums, contact with other agencies as appropriate. b. Community Connections' image as a quality service is enhanced through Service manager's interactions with other services
<p>5. For professional development</p> <ul style="list-style-type: none"> a. To undertake annual performance appraisal with ED b. Undertakes training as appropriate including the attendance of at least one conference per year c. To attend monthly supervision d. To keep up with current developments in the field of supported living and other relevant services 	<ul style="list-style-type: none"> a. Performance appraisal completed each year b. Identifies training opportunities undertaken c. Supervision occurs each month d. Reads relevant material and/or attends seminars
<p>6. Other duties</p> <ul style="list-style-type: none"> a. To carry at least one portfolio position within the organisation's management team b. From time to time undertakes other duties as negotiated with ED to support wider organisation 	<ul style="list-style-type: none"> a. Manager's skills used across wider agency as appropriate b. SMT supported in overall role