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| **JOB DESCRIPTION** |

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| Job Title: | **Team Manager**  |
| Group / Team: | **Reach Out and E-Coaching** |
| Reports To: | **General Manager** |
| Direct Reports: | Support workers, Qualified Mental Health Professionals |
| Job Purpose: | This role exists to:* Provide excellent leadership and management to the staff team.
* Ensure the delivery of quality recovery focussed services to the people who use our services.
* Support the sustainability, growth and development of the service and Ember supporting recovery.
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| Date: | March 2019 |
| Financial Responsibilities | Manages the Service budget within delegated financial authority |
| Key Result Areas | 1. Team Management & Leadership
2. Financial Management
3. Quality Assurance
4. Compliance & Reporting
5. Culture & Values
6. Personal Development
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| Work Complexity (what issues make the job complex or challenging?) | The Team Manager is responsible for their services as a whole which includes technical HR, Finance, Compliance and Reporting requirements. May be geographically distant from head office and immediate management support. Participates in an on-call roster covering all services. |

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| **Key Relationships** |
| External:* People who use our services / Guests / Peers / Tangata Whaiora
* Families / Whanau
* Referring Agency
* DHB Clinical Teams
* Local Community Agencies
* Neighbours / Local Businesses
* Statutory Agencies
 | Purpose of contact with this person/sTo deliver servicesTo build / maintain connection and involvementPartner to ensure service utilisationPartner in collaborative support plansPartner in building social connectednessRelationshipsPartner in building social connectedness |
| Internal:* Staff team
* General Manager
* Executive Management team
* Operational Leadership team
* Business Support team
 | Purpose of contact with this person/sResponsible line managerLine ManagerStrategic and Operational directionPeer group and Operational support Technical HR / finance / IT support |

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| Key Result Area 1**Team Management & Leadership**Provide the environment to generate a high performing, capable, productive and engaged team that delivers outstanding services. Manages the service so that optimal levels of staff are available for rosters, are qualified, trained, motivated, coached and developed to perform well in their roles. |
| Key Responsibilities | Key Tasks |
| RecruitmentLine ManagementTraining & DevelopmentStaff EngagementPerformanceRoster ManagementTeam MeetingsOn-Call | * All new team members will have organisational and site orientation and full service and role induction
* All team members have at least monthly line management supervision
* All team members have a completed and regularly reviewed performance appraisal
* Timesheets and Leave forms are managed accurately and efficiently
* Training Matrix is checked and all necessary actions taken
* Training is prioritised
* Areas for staff personal development identified through appraisal process and actions agreed
* Identify and deliver initiatives to sustain or improve team engagement levels
* Team members receive accurate and supportive feedback about their performance
* Poor performance is identified and actively managed and performance improvement plans developed and reviewed
* Disciplinary processes are followed according to policy
* Service rosters are completed at least two weeks prior to start date and team advised
* Shift gaps or additional staff requirements are managed and covered effectively
* Facilitates regular team meetings including standard agenda items as agreed with GM
* Will participate in an on-call (out of hours) roster in line with current policy
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| Key Result Area 2**Financial Management**Has a sound understanding of Financial Management principles and Embers financial procedures. Provides role modelling to team, leads budget conversations, and actively manages the services financial processes within the delegated authority. |
| Key Responsibilities | Key Tasks |
| Service BudgetPetty CashClient Monies (where applicable) | * Prepare for and prioritise annual Service budgeting process
* Budget is checked every month and variances reported
* All financial requests are made within delegated financial authority and policy
* Petty cash reconciliations are completed accurately and on time
* All PA / Grocery reconciliations are completed accurately and on time
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| Key Result Area 3**Quality Assurance**Ember is recognised as a leader in the sector due to quality initiatives that drives client satisfaction, sound business plans that support service delivery, compliance with external and internal audits and mutually advantageous external relationships. |
| Key Responsibilities | Key Tasks |
| Feedback and involvementBusiness PlansAdherence to Service Model and Best PracticeAudit (internal/external)Team MeetingsRelationship management | * Complaints, compliments and feedback from client are acknowledged and actioned
* Satisfaction survey responses are reviewed to introduce service improvements
* Annual Business plan is completed with team and clients
* Plan is regularly reviewed and actions/updates reported
* All client paperwork is up to date, accurate and of a high quality
* Plans for clients include a focus on key priority areas; family, employment, physical health and wellbeing, living environment
* E-Coaching processes are followed and clients are guided to work through the online Journal.
* Undertakes and reports on regular internal audits as specified in the Quality Plan:
	+ Client records
	+ Restraint and restriction
	+ Environmental / Health & Safety
	+ Cleaning, Food Storage & Handling
	+ Infection control
	+ Fire Safety
* Prepares for external audits and ensures action points from previous audits are actioned and completed
* Facilitates regular team meetings including standard agenda items as agreed with GM
* Has effective relationships with:
	+ service referral agencies
	+ clinical teams
* Represent Ember externally and promote the services offered
* Identify gaps in local service provision and other possible development opportunities for Ember
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| Key Result Area 4**Compliance & Reporting**Demonstrates and provides leadership and a positive example to their team in all Embers policies and procedures, operational leadership and Health & Safety. Meets all requirements for reporting and ensures the service operates within contract specifications at all times. |
| Key Responsibilities | Key Tasks |
| Contract specificationsPolicy & ProcedureReporting (internal/external)Outcomes measuresIncident reporting / investigationsHealth & SafetyOperational leadership | * Ensure that the service meets all contract specifications
* Evidence funder or management approval for exceptions to contract
* Have knowledge of and work within all Ember Policy and Procedure
* Make recommendations for policy updates or review where required
* Ensure team members work within policy and procedure and report any exceptions
* Address breaches of policy or procedure where identified
* Investigate and report any potential misconduct or serious misconduct relating to breach of policy or procedure
* Recordbase will contain all necessary information, client records, notes and updates as required
* Complete all reporting required comprehensively, accurately and on time
* Internal reporting:
	+ Monthly and quarterly report to GM
	+ Audit reports as specified
* External reporting:
	+ Monthly and quarterly reports required by funders
	+ Ad hoc reports required by stakeholders
* All clients are supported to complete a WHOQOL quarterly
* client plans are reviewed for quality and achievement and successes reported
* Service statistics are reviewed and anomalies reported
* All incidents at the service are reported and investigated within required time-frames
* Participates in Health & Safety Meeting
* Ensure the safety and well-being of all staff within the workplace
* Undertake and report on health & safety audit
* Raise any urgent health & safety issues with the GM
* Actively participate in and prioritise Operational leadership meetings
* Share knowledge and expertise to enable a shared learning environment to support peers
* Participate in projects and initiatives that support the aims of Embers Purpose and values
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| Key Result Area 5**Culture & Values**Encourage and role model positive behaviours, participation and communication in all Ember activities and in line with Ember values. |
| Key Responsibilities | Key Tasks |
| Team CharterRole model Values and PurposeCommunicationValue excellence in teamPromote a learning environmentActively participate in organisational events | * Develop and maintain a team charter that is complimentary to the Purpose and values of Ember
* Ensure a positive culture within the team and highlight where the values are demonstrated
* Steps in as a front line peer support worker as and when required
* Provide accurate information on organisational updates and changes to the team both in writing and in team meetings
* Provide regular written and verbal updates on service to the GM
* Always communicate to the team or to external stakeholders in a way that is positive and supportive of Ember and the management team
* Acknowledge and provide positive feedback where team members demonstrate the values and purpose of Ember
* Highlight excellence to the wider organisation and the management team
* Positively reinforce the importance of core training and personal development
* Provide a physical environment that allows for quiet study and reflective practice
* Promote organisational events and support team members to attend:
	+ All staff meetings
	+ Big Day Out
	+ Christmas Party
	+ AGM
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| Key Result Area 6**Personal Development**Continually strives to improve and develop, role modelling positive behaviours to the team. |
| Key Responsibilities | Key Tasks |
| Report to General ManagerIdentifies areas for own learning and development | * Attend regular line management supervision with the GM
* Report and provide service updates as required both formally and informally
* Role model positive line management relationships to the team
* Comprehensively complete annual appraisal and personal development plan
* Attend training as required
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**Note**

*The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.*

*The list of key responsibilities and tasks is not exhaustive and may include others at the request of the line manager*