

POSITION DESCRIPTION



TITLE: Community Service Lead	
REPORTS TO: Chief Executive (CE)	DIRECT REPORTS: 10
	INDIRECT REPORTS: NIL
LOCATION: Christchurch	DATE: October 2020

Overview:

SkillWise is a fun and vibrant community organisation making a difference in people's lives. Based in the central city, no two days are ever the same as we work alongside adults with learning disabilities supporting them to live the life they want. Collaborating with disabled people, their families and whānau, we assist in creating a life where people are valued as full participating citizens through work, education and having fun!

Purpose of the position:

The Community Service Lead will ensure the front line service is effectively delivered to meet the needs of the people we support and to ensure people lead good lives and have increased independence. The Service Lead will oversee staff performance to ensure Employment Support Coordinators and Community Facilitators are competent and engaged. The role works in close collaboration with the Group Service Lead and from time-to-time the two roles will be interchangeable.

General:

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

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Key Areas Of Responsibility	
Leadership, Culture and People Management	<ul style="list-style-type: none"> • Provide direction and leadership, empower, motivate and develop direct reports in order to achieve organisational goals and an engaged and high performing team. • Manage performance of individuals and business areas ensuring objectives and operational requirements are achieved. • Direct reports perform to Key Performance Indicators (KPIs), have accessibility to coaching and support, have annual formal and ongoing informal performance appraisals and are exposed to opportunities for skill enhancement and personal development. • A robust competency-based staff recruitment system is followed and aligns to the HR framework. • Staff are suitably inducted, well-trained and competent in the performance of their roles. • Monitor and ensure staff regularly attend professional supervision/development opportunities. • A health and safety culture balancing risk and reward is embedded across SkillWise and staff are well-trained on legislative and policy requirements.
Financial	<ul style="list-style-type: none"> • Operational plans and budgets are developed and managed to levels agreed by the CE. • Variations to budget are reported to the CE on a “no surprises” basis (reflecting unforeseen changes) with corrective action taken as required. • Provide financial information to CE as required. • Work with contractor, Pounamu Accounting, on financial matters. • Payroll administration is undertaken for all direct reports.
Strategic Management	<ul style="list-style-type: none"> • In conjunction with the CE, ensure strategic & other goals are translated into annual operational and individual staff performance requirements • Plan and monitor achievement of goals taking corrective or supportive action as required. • Develop and incorporate measures of strategic goals into reporting requirements for KPIs. • Ensure performance plans are regularly monitored and results against KPIs are regularly documented.

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<p>Relationship Management</p>	<ul style="list-style-type: none"> • Opportunities to market SkillWise programs and services are taken, resulting in SkillWise being well known in the disability sector and non-disability sectors. • Develop a wide network of contacts to enable the good lives of the people we support and to enhance their independence. • Services and sector growth opportunities are identified and progressed (both strategically and unplanned/unforeseen opportunities). • Develop and implement stakeholder surveys of service delivery and quality of support. • Research skills and appropriateness of all external agencies and staff to ensure their ability to perform and contract with preferred providers.
<p>Quality and Service Delivery</p>	<ul style="list-style-type: none"> • A quality improvement process is in place to continually improve or innovate service delivery including, but not limited to cost efficiency and keeping SkillWise a provider of choice. • Ensure personal plans, programmes/timetables, planning tools and records are in place for the people we support and these are of good quality, congruent with SkillWise philosophy and values, and meet the different needs of the people we support. • Oversight of waitlist & induction processes for people we support and these are planned, implemented and meet contractual obligations. • Oversight of processes, record keeping and support for people with individualised funding. • Information and document control is fit-for-purpose, meets legislative and contractual requirements and is accessible. • The CE is satisfied with timeliness and completeness of advice and information in respect of service delivery and team management matters • Lead Service development projects as required. Including establishment of project teams to meet strategic goals and ensuring collaboration (avoiding silos, patch protection and stakeholder “capture”). Projects are well managed to ensure competition including prioritising of resources to projects
<p>Internal Operations</p>	<ul style="list-style-type: none"> • All operations necessary for service delivery are kept operational and utilized to optimum levels. • Contractual obligations are well understood and requirements met – including reporting requirements. • Projects & initiatives are identified that may be suitable for fundraising opportunities/events and these are explored with the Fundraising Coordinator/CE.

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Employment Support Service	<ul style="list-style-type: none"> • Oversight of the Employment Support Service (ES) to a standard that is agreed upon with the CE. • ES milestone targets are set and achieved as per budget. • ES Coordinators have KPIs that reflect the service targets. • Service enrolments and job placements are managed to maximize payments. • Oversight of ES team to complete required paperwork on time and milestone information entered into Chilli. • Work with Quality & Systems Administrator to ensure monthly SORT reports are submitted by the due date. • Good relationships maintained with MSD contracts advisor, job seekers, people in work, employers and family/whanau. • ES Service marketed and promoted to ensure the service is well-known in the disability and non-disability sector. Including potential participants in the service but also potential employers.
Travel requirement	<ul style="list-style-type: none"> • Work may be required in other locations within NZ/internationally to perform the duties of the role.

Key Relationships/Customers:	
Internal	Nature of the Relationship
Chief Executive	Reports to, works collaboratively with
Group Service Lead	Works collaboratively/sometimes interchangeably with
Board	Works collaboratively with
Quality & Systems Administrator	Works collaboratively with
Fundraising Co-ordinator	Works collaboratively with
Community Facilitators	Provide day to day leadership and management, coaches, manage workflow and duties so to achieve objectives
Employment Support Coordinators	Provide day to day leadership and management, coaches, manage workflow and duties so to achieve objectives
People we support and families for people we support	Works collaboratively with

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External	Nature of Relationship
Ministries Social Development, Health & Education	Reporting and compliance
Education providers, local government, CDHB	Works collaboratively with
Service providers & contractors, e.g. Pounamu Accounting, IT support, tutors, building maintenance	Oversight of delivery expectations
Other NGO's and community organisations	Works collaboratively with

Formal Qualifications / Training / Experience	Required	Desirable
Degree or Diploma in relevant management and/or health & disability field	✓	
Experience managing a community or health & disability service		✓

Key Competencies/ Skills / Knowledge

Behaviour to demonstrate	In meeting the job requirements you will	In exceeding requirements you are likely to
Self-awareness, confidence, control and development	<ul style="list-style-type: none"> Describe your feelings in a candid, authentic way Articulate areas for personal growth & improvement Utilise your strengths Remain calm & level-headed in difficult situations or under stress Be careful and organised in your work Participate in a SkillWise sponsored coaching/mentoring program 	<ul style="list-style-type: none"> Describe how feelings affect you and others in job performance Solicit and welcome constructive criticism & feedback Actively work to recognise and correct self-limiting beliefs and weaknesses
Transparency	<ul style="list-style-type: none"> Act honestly, with integrity and be above reproach Be open to others about your own actions e.g. openly admit mistakes Treat own staff equitably and fairly 	<ul style="list-style-type: none"> Confront unethical or inappropriate behaviour in others Take tough, principled stands about integrity, even if unpopular with others
Innovation and Adaptability	<ul style="list-style-type: none"> Seek out new ideas 	<ul style="list-style-type: none"> Generate new ideas

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	<ul style="list-style-type: none"> • Adjust to change quickly when required e.g. market changes impacting on the SkillWise 	<ul style="list-style-type: none"> • Modify your original thinking when faced with new data or information • Continue to act in the face of ambiguity
Achievement and Initiative	<ul style="list-style-type: none"> • Set and attain measurable, and challenging goals and standards • Organise time & resources to achieve job outcomes and maximise cost efficiencies • Continually learn ways to do better • Cut through “red tape” to get an effective result 	<ul style="list-style-type: none"> • Continuously identify opportunities for performance improvement • Pursue goals beyond what is expected • Create or seize opportunities for the future
Resilience & Optimism	<ul style="list-style-type: none"> • Cope with the pressure of the job • Maintain a positive outlook at work • Maintain focus and energy when job demands are high 	<ul style="list-style-type: none"> • Persist in achieving results by overcoming setbacks and obstacles
Thinking and Deciding	<ul style="list-style-type: none"> • Use business knowledge and tools to plan for and monitor and report performance • Research and or collect and use relevant information/criteria to make decisions • Identify and weigh pros and cons of options • Examine reasons for variance between planned and actual performance and act to “close the gaps” • Act decisively when called upon • Learn from and avoid repetition of mistakes • Assess and implement OSH and QA requirements • Maintain relevant technology knowledge and skills e.g. IT ordering and Scanning systems 	<ul style="list-style-type: none"> • Allocate thinking and “brainstorming” time in team meetings • Examine and articulate costs and benefits when generating options and alternatives • Keep up to date with relevant business and market knowledge • Establish criteria for decision making • Identify and communicate priorities for action and implementation • Balance use of resources across competing demands • Assist others to identify and act upon SkillWise hazards and security risks

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Empathy	<ul style="list-style-type: none"> • Listen well and be attentive to emotional and non-verbal cues/communication • Demonstrate sensitivity to and understanding of others' perspectives 	<ul style="list-style-type: none"> • Relate well to diverse groups of people • Seek and obtain mutual understanding
SkillWise awareness & commitment	<ul style="list-style-type: none"> • Understand and articulate SkillWise vision and guiding values • Demonstrate commitment to SkillWise values 	<ul style="list-style-type: none"> • Understand, articulate and use crucial networks and "political" forces at work • Demonstrate commitment to the SkillWise's interest ahead of self-interest
Service orientation	<ul style="list-style-type: none"> • Make & keep commitments to others • Create a "climate" fostering a customer focused approach. • Demonstrate understanding of customer needs and match to right product or service • Offers appropriate assistance to others 	<ul style="list-style-type: none"> • Proactively monitor levels of internal and external customer satisfaction • Seek ways to increase customer satisfaction and implement ideas
Teamwork	<ul style="list-style-type: none"> • Behave in friendly collegial ways modelling respect, helpfulness and cooperation • Contribute to building team morale • Recognise team success and share the credit • Maintain rapport and keep others well informed on plans, information and resources 	<ul style="list-style-type: none"> • Draw others into enthusiastic commitment to collective effort • Build team spirit and identity • Build and nurture relationships beyond the required functions

Leadership Competencies

Behaviour to demonstrate	In meeting the job requirements you will	In exceeding requirements you are likely to
Inspiration and Influence	<ul style="list-style-type: none"> • Lead by example – help others out in their roles when required • Help build positive emotions especially with those who work for you 	<ul style="list-style-type: none"> • Build a common purpose beyond the day to day tasks required to be completed • Anticipate objections; present convincing arguments that attend to

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	<ul style="list-style-type: none"> Articulate and generate shared enthusiasm for a team/SkillWise vision 	people's sense of logic and emotional requirements
Managing and developing others	<ul style="list-style-type: none"> Negotiate challenging yet achievable results for staff Ensure staff have authority and capability to do their jobs competently Give timely and balanced feedback on team performance and behaviours to team members Guide the performance of others while still holding them accountable 	<ul style="list-style-type: none"> Link staff personal job requirements with SkillWise vision and plans Acknowledge & reward others strengths and accomplishments Cultivate and extend others' abilities e.g. offer more challenging assignments
Change & conflict management	<ul style="list-style-type: none"> Deal with difficult issues or "bad" news in an "up front" or straight forward way Recognise and act on the need for change Challenge the status quo with others Draw out others' concerns Articulate others' feelings and views to their satisfaction Identify a shared ideal to work towards 	<ul style="list-style-type: none"> Strongly advocate for change in the face of opposition Find practical ways to overcome others' barriers to change Stay open and receptive to opposing views or "bad" news Handle difficult people with tact and diplomacy Orchestrate win/win outcomes

Key indicators of success:

- (1) Ability to take proactive steps to achieve agreed budgets;
- (2) Ability to manage or achieve KPIs on a continuous basis;
- (3) Ability to submit timely and accurate reports on KPIs to Chief Executive on a continuous basis;
- (4) Persistent ability to establish opportunities for staff to participate in key decisions impacting their work e.g. participative project methodology;
- (5) Any conflict with staff, management or external personnel is resolved in a timely and satisfactory manner;
- (6) Ability to be flexible and open to change and with feedback from key stakeholders, such as the board, funders, people we support, staff etc;
- (7) Contributes to the promotion, development and implementation of the SkillWise Vision and Values;
- (8) Complies with SkillWise procedures, policies and reporting requirements;
- (9) Effectively manages staff performance, competency and development issues.

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Employee Signature	Date	Manager Signature	Date
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