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| **Position Description** | |
| 1. **Position title:** | 1. **Community Services Manager** |
| 1. **Business unit:** | 1. Operations |
| **Location:** | 1. Central Region - Te Tai Raki Hub (Hamilton) |
| 1. **Reports to:** | 1. Regional Operations Manager |
| 1. **Last review date:** | 1. March 2018 |

*“In the first 1000 days we make the difference of a lifetime”*

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| **Overview of the Function** |

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

This role falls within the ‘Operations’ part of Plunket, which holds collective accountability for the delivery of all Plunket services across New Zealand. As a member of Operations you will contribute to national and local initiatives to ensure the achievement of Plunket’s vision and strategic goals. This will be include partnering with key stakeholders, service delivery excellence, innovative service development, revenue stream development and continuous improvement in the quality our services and how we deliver them.

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| **Purpose of position** |

The Community Services Manager provides leadership and direction for volunteer and community services including specific community development projects. They will ensure that Plunket People working in community services are supported and that the services are developed and delivered according to current local need and organisational objectives.

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| **Dimensions of the position** |

**Responsible to:** Partnerships and Community Development Manager

**Responsible for:** The position has direct reports principally:

Community Service Coordinators  
Playgroup facilitators  
Parenting Facilitators  
Regional Volunteer Coordinator  
Regional Parenting Education Coordinator

**Delegations:**The position’s full delegations are set out in the Schedule of Delegations and may be amended from time to time.

**Functional relationships:** *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

**Internal:** (as required)

* + - * Regional Operations Manager
      * Community Services Manager
      * Regional Support Services Team Leaders
      * Clinical Services Manager
      * Clinical Leaders
      * Plunket Nurses
      * Health Workers
      * Volunteers

**External:** (as required)

* DHBs where relevant
* Iwi and Maori organisations
* Central government agencies, e.g. MOH, MSD
* Tertiary providers and stakeholders as appropriate
* Relevant regional community agencies
* Regional stakeholders, funders and supporters as appropriate
* Other NGO’s
* Plunket Clients/Members of the Public

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| Key accountabilities  (Some will be unique to the position; others will be common across the organisation and level within the organisation.) |

**Business as Usual**

* Lead, model and motivate a team of Community Services staff to deliver a prioritised set of community services in a dynamic organisational environment
* Actively liaise with Plunket’s operations management within and across regions and PSO to build key relationships to integrate services provision and enhance sustainable delivery
* Build the capability and credibility of the team to deliver community services that meet the needs of Maori and other populations, enhance the well-being of NZs whanau, and deliver Plunket’s strategic goals
* Deliver cost-effective and sustainable services
* Work closely with the PCDM to ensure streamlining and consistency work is practically achieveable and implemented with their teams and our volunteers.
* Work closely with PCDM and CSM and wider regional leadership group to participate, guide and support community services in the Central Region as Plunket works towards service renewal.
* As part of the Regional Leadership Team, designs, develops and implements strategies to deliver against regional business plans
* Supports Plunket People through the transition objectives where required
* Ensures that the needs of all communities including Maori, Pacific and Asian as appropriate, are identified and services provided are reflective of community need and expectation.
* Ensures funded community development projects are run on time, and deliver the required outcomes.
* Drives the integration agenda around parenting programmes and supports to ensure we are delivering and engaging at the right time, at the right place, in the right way.
* Leads local planning processes with the Community Service Leaders to ensure local plans are developed ahead of budgeting processes.
* Ensures the successful integration of the National Volunteer Strategy into the regional strategic planning process, ensuring that the role and development of volunteering and a community development approach is embedded in local planning and activity.
* Works alongside Plunket Support Office colleagues to design, develop and implement strategies and business plans to increase the breadth and reach of regional commercial activity and products.

**Drives change**

* Inspires, leads and influences others to commit to and have pride in service delivery to customers that meets community needs.
* Drives the changes needed to create a culture centred on people taking responsibility for achieving the business plan and supporting others to do the same.

**Leadership**

* Sets direction, creates alignment, builds and maintains commitment
* Establishes a culture of collaboration to get the best capability out of colleagues
* Ensures that all staff within their team know what’s expected of them and have the knowledge, skills and support to effectively perform their role to the standards necessary to deliver clinical services and contractual requirements
* Embeds One Plunket principles as an integral part of the wider Operations team
* Leads and builds a positive, internal and external client focused culture
* Role models desired culture and way of working
* Coaches and develops their team to achieve their goals and improve performance
* Manages finances, budgets and resources according to delegated authority
* Supports the recruitment and development of strong service delivery teams who deliver on their accountabilities to communities
* Effectively communicates national and regional Business Plan initiatives to the wider service delivery team driving the development of strategy and action plans for their implementation
* Contributes to and participates in the delivery of services that meet regional and National Office needs
* Maintains and promotes an awareness and understanding of volunteering, community development business development and fundraising needs and opportunities within their region

**Relationship Management**

* Develops and maintains effective relationships with identified internal and external stakeholders, central and local government agencies, health sector entities, NGOs and NFPs, professional groups, local iwi, community services and volunteers.
* Engages proactively with stakeholders taking into account a variety of views and perspectives, and shaping those views into a coherent position acceptable to others.
* Able to have difficult conversations, and challenging thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship
* Partner with ROM, Community Services Manager (Te Tai Tonga) and other internal stakeholders to ensure frameworks, policies and tools are seamlessly integrated
* Partner with Finance and business managers to support business planning and budgeting processes.
* Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others
* Quickly establish credibility and working relationships to be an effective coach.
* Work as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focussed.
* Seek feedback about the service provided and self-reflect on ways to improve

**Risk Management**

* Engages staff in managing risk through a proactive approach to risk management.
* Ensures the consistent application of risk management and quality assurance frameworks and procedures.
* Contributes to risk identification at an organisational level to manage emerging issues and events.

**Health & Safety**

* Ensure the workplace is healthy and safe for staff and visitors
* Actively lead and promote Plunket health and safety policies and procedures
* Ensure national policies, processes and guidelines are adhered to

**Position description and scope of duties**

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket’s Performance and development programmes.

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| **Person Specification** |

**Knowledge, Skills and Experience (including Technical Competencies)**

**Qualifications**

* Post graduate management qualification or working towards one
* Extensive equivalent experience may also be considered

**Skills & experience**

1. *Essential*

* Proven service development experience at a senior level and/or in management position, in a wide range of environments, preferably with exposure to the NGO, Health and/or Community sectors
* Experience, exposure or understanding of volunteering and community development
* Experience working with local iwi stakeholders in the community and knowledge of relevant cultural protocols.
* Proven ability to lead and develop teams ensuring strategic and tactical plans are delivered in line with plans and objectives
* Ability to develop new service delivery opportunities across all sectors
* Technologically savvy including with tele and video conferencing facilities
* Demonstrated financial, people and budgetary management skills
* Expertise in external stakeholder management, account management and client service essential

1. *Desirable*

* Knowledge of asset management planning

**Other requirements**

* Regular travel will be required for the successful delivery of outcomes
* Current drivers license

**Competencies**

**ACE-Ability**

Plunket’s behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

***Adaptability***

* **Thinking**
* Is comfortable with complexity - understands alternative worldviews
* Can see beyond face value to identify new, sustainable opportunities
* Keeps perspective and is pragmatic and solutions focused
* Able to accept and work with ambiguity and change
* **Interpersonal**
* Is committed and capable of expanding professional/social networks
* Is strong enough to confront and deal with difficult people/issues
* A self-starter who can support and motivate key managers and staff

***Connection to Plunket’s Direction***

* Has a high level of energy and commitment to achieving Plunket’s vision
* Has a broad range of engagement
* Is committed to adapting and improving their own practice
* Is committed to growing the business and developing relationships

***Emotional Maturity***

* Is non-reactive and objective and maintains a high level of integrity
* Understands the degree of influence in their role
* Understands own limitations