

Job Description – Community Services Manager



Job Title:	Community Services Manager
Function:	Service Delivery
Reports to:	Head of Community Services
Last review date:	January 2025

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho - *Setting the path of wellness in our communities for the early years, for generations to come.*

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Community Services Function

This role is part of the Service Delivery team which delivers Plunket services to whanau right across New Zealand. As a member of the Service Delivery team, which includes all of our volunteers and volunteer services, you will help families and whanau to reach their goals and contribute to national and local initiatives that improve the way we do things at Plunket. We want to make sure we're here to support families and whanau for another 100 years.

Service Delivery team members work as One Team who are skilled and passionate, who innovate to improve, who seek new ways of funding our free services and who partner with others who deliver services to families and whanau to make sure that every child in Aotearoa New Zealand has the chance to be the best they can be.

The Community Services team lead and assist in the delivery of regional programmes, services, support and activities. They work with the wider team in assessment of needs in the community and where appropriate meet those needs through community development projects, volunteer engagement, and positive collaborative relationships with other organizations. The team also provide volunteers with a rewarding and enriching experience and facilitating the link between volunteers, staff and users of the Plunket service.

Purpose of the Position

The Community Services Manager is accountable for leading Community Services delivery within a geographically defined area. The role provides strategic leadership and direction for their teams and is responsible for maintaining key regional stakeholders. The Community Services Manager oversees and provides assurance that community services staff are competent in their roles and that the services offered are developed and delivered according to current local need, organisational objectives and are sustainable.

Key Dimensions of the Position

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:**
- Head of Community Services
 - Regional Operations Manager
 - Head of Fundraising
 - National and Regional Grants Manager
 - Community Services Manager
 - Regional Support Services team leaders
 - Clinical Services Manager
 - Clinical leaders
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- External:**
- 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
 - Plunket client/Members of the public

Key accountabilities

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.
- Build the capability and credibility of the team to deliver community services that meet the needs of Maori and other priority populations (e.g. Pacific, Asian), enhance the well-being of NZs whanau, and deliver Plunket's strategic goals.
- Actively liaise with Plunket's operations management within and across regions and Plunket Support Office (PSO) to build key relationships to integrate services provision and enhance sustainable delivery
- Deliver cost-effective and sustainable services.
- Work closely with the Head of Community Services to ensure streamlining and consistency work is practically achievable and implemented with their teams and our volunteers.
- Work closely with Head of Community Services and CSMs and wider regional leadership group to participate, guide and support community services.
- 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 initiatives are run on time and deliver the required outcomes.
- Leads local planning processes with the Community Service Coordinators to ensure local plans are developed ahead of budgeting processes.
- Ensures the successful integration of the National Volunteer Framework 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 PSO 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 to Plunket's vision and kaupapa
- 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

Health & Safety

- Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities
- Understand the responsibility individuals and their manager play in health and safety
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identify and report all incidents, accidents, and near misses in accordance with policy

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 Head of Community Services 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.

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.

Person Specification

Qualifications and Background

The Community Services Manager will ideally possess the following technical skills/knowledge and personal attributes:

Technical Skills

- Post graduate management qualifications or working towards one or extensive equivalent leadership/management experience may also be considered.
- Tertiary qualification (diploma or above) in Community Services, Education or Social Services.

Skills and experiences

- 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.
- Experience contributing to the development of function strategy and leading the implementation of this for their teams.
- 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
- Able to engage and think at a broad level, and explore and understand trends, opportunities and risks that could affect services.
- Motivation and initiative to take responsibility for the management and delivery of multiple and conflicting priorities.
- Demonstrates a high level of honesty and ethical behaviour, gaining the trust and respect of colleagues, customers, and stakeholders.
- Demonstrated financial, people and budgetary management skills
- Expertise in external stakeholder management, account management and client service essential
- Demonstrates resilience in a rapidly changing environment.
- Self-driven with the ability to motivate and inspire team members to achieve their best performance.
- Ability to remain composed and focused under pressure, handling challenges and setbacks effectively.

Other requirements

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

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Community Services Manager

Date

Head of Community Services

Date