

POSITION DESCRIPTION

Position	Operations Manager
Work Unit:	Poutini Waiora
Responsible To:	<i>Interim CEO Pokeka Ltd</i>
Responsible For:	<i>Operational Management</i>
Overview:	<p>Poutini Waiora is the only Maori Health and Social Service Provider based on the West Coast with offices in Westport, Greymouth and Hokitika. Poutini Waiora is a well-established provider of quality, professional and responsive health and social services based on a 'whanau ora' model of care.</p> <p>The role of Poutini Waiora is to provide a range of free and accessible health and social services for Maori as a first priority to help achieve the vision of: “Strengthen the mana and wellbeing of whanau and community”.</p> <p>Poutini Waiora Delivery Area: Te Tai o Poutini (Kawatiri, Mawhera, Hokitika/Westland, South Westland).</p>
Purpose:	The Operational Manager works as part of a flat line leadership team alongside the Clinical Manager. The position is to ensure the smooth and effective day to day running of the organisation.
Vision:	To empower whanau to achieve whanau ora.
Mission:	Striving to ensure Poutini whānau receive the support they need to achieve whānau ora
Values:	<p>Tikanga: The organisation and the services it delivers are underpinned by the customs and values of Te Ao Maori – Nga Taonga Tuku Iho.</p> <p>Rangatiratanga: The ability to support whanau to be self-determining is paramount in all service delivery so they are able to make decisions about their own wellbeing.</p> <p>Manaakitanga: All whanau are welcomed into the service and provided with the most appropriate awhi and Tautoko to assist them on their journey to achieve wellness.</p> <p>Whanaungatanga: The practice of whanaungatanga is an essential part of the way we engage with whanau. To enable whanau to make connections that provide a sense of identity and belonging is essential for achieving whanau ora – well being.</p> <p>Wairuatanga: Wairua is an essential element of a person’s wellbeing. Being spiritually connected to our natural environment, having an understanding of our self-identity and the matauranga that underpins Te Ao Maori are all considerations when working with whanau to achieve their goals and</p>

aspirations.

Functional Relationships:

Internal

- Clinical Manager
- Kaimahi
- Governance Board

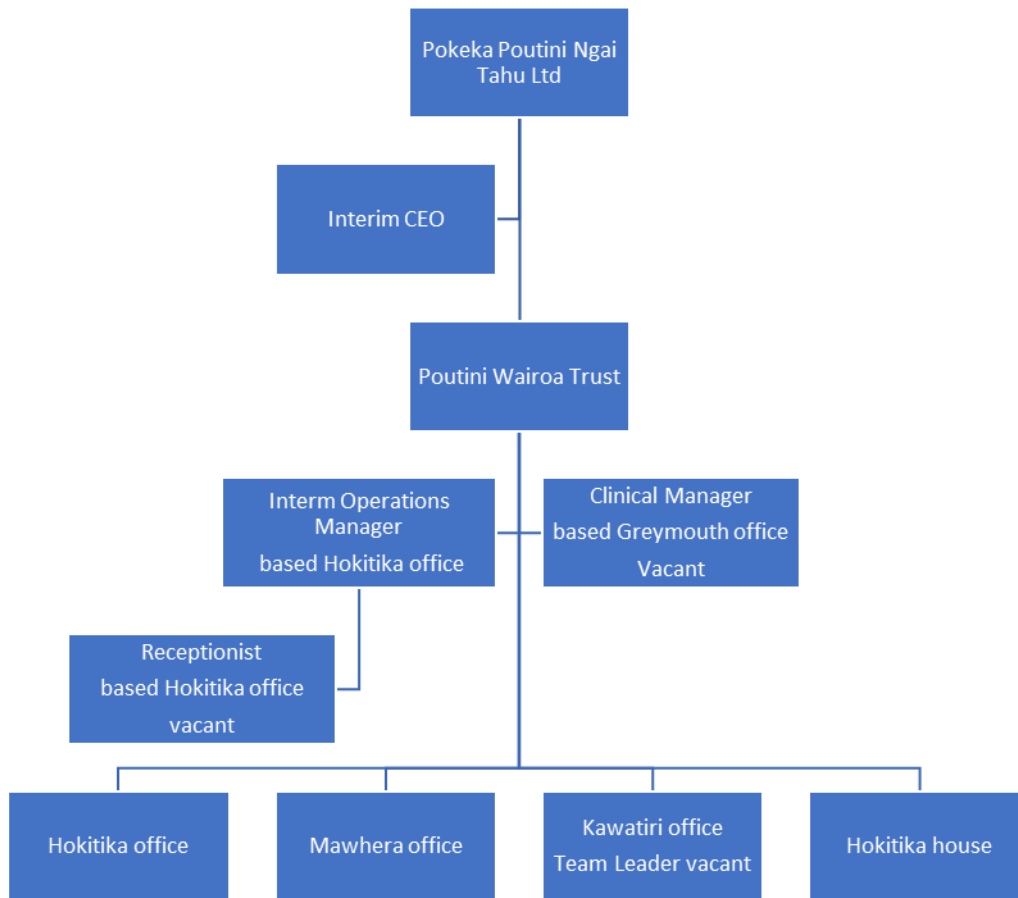
External

- WCDHB
- All Service Contract providers
- Auditors
- Whanau
- Key stakeholders

Last Revision:

15 February 2021

ORGANISATIONAL CONTEXT



KEY RESULT AREAS

Is accountable for
Ensure all operations are carried on in a suitable, cost-effective way
Improve operational management systems, processes, and best practices.
Manage procurement of resources within budget
Help the organization's processes remain legally compliant and compliant with relevant accreditation standards
Formulate strategic and operational objectives.
Manage budgets and forecasts.
Perform quality controls and monitor production KPIs
Recruit, train and supervise staff
Find ways to increase quality of service to clients
Human resource management - Leading effective management of staff – some of the administrative functions are supported by Pokeka Administration. Leading a satisfied, high performing team capable of providing high quality rural care.

These responsibilities may be revised from time to time by the Operations Manager in Consultation with the Employee.

GENERIC JOB REQUIREMENTS

<ul style="list-style-type: none"> • Proven work experience as Operations Manager or similar role • Knowledge of organizational effectiveness and operations management • Experience budgeting and forecasting • Familiarity with business and financial principles • Excellent communication skills • Leadership ability • Outstanding organisational skills • Relevant qualifications or experience for Operations Management or related field
<p><i>Kaupapa Poutini Waiora</i></p> <ul style="list-style-type: none"> ▪ Actively participate in Poutini Waiora kaupapa activities including noho marae, tikanga and te reo sessions, waiata, staff meetings etc. ▪ Participate in regular supervision; self-management; peer supervision. ▪ Follow organisational policies and procedures. ▪ Adapt to and maintain a team & physical environment to enhance high quality performance
<p>Experience</p> <ul style="list-style-type: none"> • Proven skills in leading a team of high performing, professional staff. • Proven skills in management • Experience in the successful management of change and leading cross-disciplinary teams. • Experience in setting and managing a budget.

Skills and Abilities

Excellent communication skills, both oral and written
Highly computer literate familiar with word processing, spreadsheet, and database applications.

Personal Qualities

Shows resilience, versatility, and adaptability in meeting goals.
Adopts both a solution and future focus.

Key Performance Indicators will be used for the purposes of performance planning, appraisal and review along with such other performance targets as may be negotiated.

Person Specifications:**QUALIFICATIONS****Essential:**

- Current Drivers Licence
- NCEA level 2 Certificate or equivalent
- Computer proficiency

Desirable:

- reception experience

Professional Development

- To participate with Management in peer review and personal performance appraisal and identify areas for professional development.

SKILLS AND EXPERIENCE**Essential:**

- Confident
- Excellent work history
- Passion for improving health
- Commitment to Māori development
- Support and advocate for health initiatives
- Computer proficiency
- Excellent verbal and written communication skills
- Professional personal presentation
- Strong customer service skills
- Organising and planning skills
- Exceptional multitasker
- Ability to work independently

Desirable:

- Fluency in Te Reo Maori
- Knowledge of Tikanga
- Knowledge of the Treaty of Waitangi.
- Knowledge of local Māori and mainstream communities.
- Previous clerical, administrative or reception experience

PERSONAL ATTRIBUTES**Essential:**

- Organised
- Vibrant
- Energetic
- Motivated
- Healthy
- Confidential
- Honest
- Reliable
- Punctual
- Flexible
- Positive
- Multi-tasker
- Work well under pressure
- Attention to detail