



## General Manager - JOB DESCRIPTION

**Responsible to:** Te Whare Mahana Trust Board

**Role:** The General Manager is responsible to the TWM Board for the overall planning, management, and integration of all the services operated by the TWM Trust. Hours of work are negotiable.

Key Accountabilities	Objectives	Task	Outcome
<b>TE TIRITI O WAITANGI</b>	TWM is committed to Te Tiriti O Waitangi	<ul style="list-style-type: none"> <li>Uphold &amp; develop the organisation's vision and philosophy towards Te Tiriti o Waitangi.</li> <li>Liaise with iwi as appropriate.</li> <li>Ensure ongoing service improvements that increase our responsiveness to Maori clients.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing progress by the bicultural working group with a written progress plan</li> </ul>
<b>SERVICE DELIVERY</b>	Quality mental health services	<ul style="list-style-type: none"> <li>Provide leadership and management support to the Community Mental Health, DBT and Employment and Vocational Services.</li> <li>Ensure that service delivery is in accordance with current Mental Health legislation and statutory obligations such as the Mental Health Act, the Privacy Act and all other relevant Acts.</li> <li>Operate an effective Quality and Risk Management system.</li> <li>Facilitate financial and service audits and ensure that recommendations are carried out.</li> <li>Monitor the quality and quantity of work in accordance with statutory obligations, Mental Health Sector Standards, and contractual requirements.</li> <li>Oversee the development of assessment processes, outcome measurement and regular reporting to the TWM board, Ministry of Health, DHBs, ACC and other organisations as required.</li> <li>Develop and review organisational policies and procedures to ensure safe practice and compliance with relevant standards and current legislation.</li> </ul>	<ul style="list-style-type: none"> <li>Statutory audit requirements are met</li> <li>Risk management and health and safety systems are in place and reported on regularly to the board</li> <li>Quality improvement plan is in place and regularly updated</li> <li>Regular reports are provided to TWM Board, DHBs, MoH and ACC as required</li> <li>All policies are relevant and up to date</li> </ul>
<b>PERSONNEL MANAGEMENT</b>	TWM is a robust and sustainable organisation	<ul style="list-style-type: none"> <li>Oversee all the management functions carried out by the Senior Management Team and meet with them regularly.</li> <li>Promote effective internal communication and information sharing with staff.</li> </ul>	<ul style="list-style-type: none"> <li>High staff morale</li> <li>Low staff turnover</li> </ul>

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<b>PERSONNEL MANAGEMENT</b>	TWM is a robust and sustainable organisation	<ul style="list-style-type: none"> <li>• Ensure appropriate professional boundaries are maintained within the service, such that all staff are aware of and follow the expected pathways for seeking information and raising issues.</li> <li>• Ensure staffing hours are allocated in accordance with service need, contractual requirements and within the budget available.</li> <li>• Ensure that all HR policies reflect current legislation and are adhered to in all HR processes.</li> <li>• Ensure that recruitment and selection procedures are adhered to and oversee the appointment and induction of new staff. Prepare and review job descriptions in conjunction with Senior Staff as required.</li> <li>• Ensure all staff have appropriate qualifications and (where required) professional registration, access to supervision and ongoing professional development.</li> <li>• Carry out performance reviews annually with Management Team, setting appropriate goals and training strategies for the coming year. Review all other performance reviews as undertaken by other staff.</li> <li>• Develop an annual workforce development plan in collaboration with Management Team.</li> <li>• Ensure health and safety systems are up to date and operating in line with legislative requirements.</li> <li>• Oversee the functions carried out by the Health and Safety Officer.</li> </ul>	<ul style="list-style-type: none"> <li>• Workforce development plan is operational</li> <li>• Performance reviews up to date</li> <li>• Monthly Health and Safety reports to board</li> <li>• All Health and Safety audit requirements met</li> </ul>
<b>FINANCE AND ADMINISTRATION</b>	TWM is a robust and sustainable organisation.	<ul style="list-style-type: none"> <li>• Take overall responsibility for TWM finances, including oversight and approval of applications for funding, ensuring preparation of annual budget then management of, plus oversight of payroll and accounts systems.</li> <li>• Ensure IT is used to maximise efficiency and productivity.</li> <li>• Oversee the effective operations of the administration team.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual budget is in place with monthly reports to the Board</li> <li>• IT systems are fit for purpose</li> <li>• Administration staff manage their duties effectively</li> </ul>
<b>PLANNING &amp; EVALUATION</b>	Te Whare Mahana has a clear identity and vision	<ul style="list-style-type: none"> <li>• Develop a funding strategy and negotiate contracts for service with relevant funding bodies.</li> <li>• Explore opportunities for broadening the funding base through new contracts and entrepreneurial activity.</li> <li>• Ensure that there are current organisational plans in place as required by legislation, contracts, and the Board of Trustees.</li> <li>• Regular review of the above takes place in consultation with appropriate staff and management.</li> <li>• Proactively explore ways to further develop services both for our local community and nationally.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual written progress plan for the organisation</li> <li>• Successful negotiation of contracts for services</li> </ul>

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<b>NETWORKING AND COMMUNICATION</b>	Effective national and community relationships	<ul style="list-style-type: none"> <li>• Develop and deliver a communication/marketing plan that positions TWM nationally and regionally particularly targeting key stakeholders such as DHB's, ACC, MoH, MSD and others.</li> <li>• Maintain effective relationships with other providers and agencies.</li> <li>• Maintain a brand identity that reflects TWM as a professional mental health NGO.</li> <li>• Ensure that memoranda of understanding are developed and reviewed with other relevant organisations including GB Community Health Centre, NZ Police, Mohua Social Services, GB Workcentre and NMDHB.</li> <li>• Develop and maintain contacts and relationships with other relevant professional bodies involved in mental health provision.</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing and communication plan is in place and operational</li> <li>• TWM is viewed as a credible professional provider of mental health services</li> <li>• Other community organisations report satisfaction with relationships with TWM</li> </ul>
<b>BOARD LIAISON</b>	Effective relationship and communication with the TWM Trust Board and chairperson.	<ul style="list-style-type: none"> <li>• Meet at least fortnightly with Board chair, ensuring 'no surprises'.</li> <li>• Present written monthly reports to the Board and other reports as requested.</li> <li>• Advise the board on strategic issues including service development, financial sustainability, and legislative and public policy changes.</li> <li>• Attend sub-committee meetings as required.</li> <li>• Ensure that information about any changes in the Trust is sent to the Charities Commission and Director General of Health as required.</li> </ul>	<ul style="list-style-type: none"> <li>• The Board expresses satisfaction with their relationship with the General Manager</li> </ul>