

JOB DESCRIPTION

POSITION: **Manager, Peer Support Services**

REPORTS TO: **Chief Executive, Health Action Trust**

HOURS OF WORK: **35 hours per week**

PURPOSE OF POSITION:

You will manage our specialised teams of Peer Support services in collaboration with the COMPASS Team Leaders ED, Community, Youth Primary and Secondary teams, Nikau Hauora Hub Coordinator, and Kotuku Team Leader across Te Tau Ihu, primarily in Whakatu and based at Health Action Trust's offices at 86 Selwyn Place, Nelson.

Te tiriti o Waitangi

Health Action Trust acknowledges and demonstrates commitment to the Te tiriti o Waitangi as the founding document of Aotearoa New Zealand and the status of Māori as Tāngata whenua. Te Tiriti is the foundation for the development of biculturalism and Māori mental health throughout our organisation.

Health and Safety

Health Action Trust is committed to achieving the highest level of health and safety for its employees. All employees are expected to take the initiative and identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of Health Action Trust, the health and safety of yourself, all employees, colleagues and visitors are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programmes in your area. It is required that you report all accidents, incidents or potential hazards to your direct line supervisor.

KEY FUNCTIONAL RELATIONSHIPS:

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| Internal | <ul style="list-style-type: none">- Chief Executive, Health Action Trust- COMPASS Team Leaders and staff- Nikau Hauora Hub Coordinators and staff- Kotuku Team Leader and staff- Other Health Action staff |
| External | <ul style="list-style-type: none">- Other Mental Health & Addiction Service Providers- Nelson Marlborough NZ Health- Navigate – Nelson Marlborough NGO Mental Health & Addiction group- Tangata whaiora- Family and whanau |

Principal Accountabilities

Key Accountability	Key Activities
<p>Staff Supervision</p> <p><i>Peer Support Team Leaders/Coordinators (SLT) work with their staff and service users/tangata whaiora in a safe and ethical manner in line with the principles of peer support and advocacy</i></p>	<ul style="list-style-type: none"> • Meet regularly with the COMPASS Team Leaders, Nikau Hauora Hub Coordinator, IPS Coordinator and Kotuku Team Leader (SLT) to provide management support and supervision to ensure that they are working in a safe and ethical way. • Work with the SLT to ensure that policies and procedures are applied correctly. • Conduct SLT Performance Appraisals • Offer training and mentoring to the SLT to encourage ongoing professional development • Liaise with the HAT Chief Executive when support is needed to address any issues/challenges in the services.
<p>Day to Day Operations</p> <p><i>Peer Services are run efficiently and effectively, providing a secure and comfortable environment for tangata whaiora and whanau</i></p>	<ul style="list-style-type: none"> • Ensure the day to day running of the peer support services are conducted in an efficient and effective manner through the SLT • Recruit new peer support leadership staff as required • Support the SLT with on call challenges to ensure that service user/tangata whaiora needs are met in a safe, timely and appropriate manner. • Ensure that all relevant service documentation is accurate and up to date. • Work with the Chief Executive to ensure that service operates within budget. • Ensure that effective administrative, IT and HR systems are developed and maintained in liaison with the Administration and HR Coordinators • Other duties as from time to time required
<p>Relationship Building</p> <p><i>Effective professional relationships are established and maintained with other relevant organizations</i></p>	<ul style="list-style-type: none"> • Liaise with other agencies in the mental health sector to build effective professional relationships • Ensure that requests for information are responded to in a timely manner • Attend relevant community meetings to keep up to date with changes within the mental health sector • Actively seek opportunities to promote peer support solutions in partnership with other organizations.
<p>Teamwork</p> <p><i>Effective working relationships are established and maintained with other Health Action staff</i></p> <p><i>An active contribution is made to the wider organization</i></p>	<ul style="list-style-type: none"> • Regularly attend and participate in Health Action Trust staff meetings as required. • Support the SLT to facilitate staff meetings across services • Contribute to the development of Health Action Trust by participating in strategic planning processes and the collaborative development of policies and procedures
<p>Quality Management</p> <p><i>A quality service is delivered to tangata whaiora/whanau</i></p>	<ul style="list-style-type: none"> • Monitor operations to ensure that standards are maintained and that standards result in quality delivery to tangata whaiora and whanau. • Ensure that regular evaluation by tangata whaiora occurs and work with the SLT to review and act on any feedback/comments received to improve quality of service delivery • Support the SLT to plan relevant workforce development opportunities for all peer support staff in line with current legislation • Ensure that the Chief Executive is immediately informed of any incidents or complaints about the service.

	<ul style="list-style-type: none"> • Work with the Chief Executive to prepare for service audits as required.
Ngā Tikanga Māori	<ul style="list-style-type: none"> • Ensure that services deliver on Te tiriti o Waitangi. • Utilise te reo whenever possible • Attend to cultural practices of Māori , such as Te Reo, Powhiri, Whanaungatanga, Whanau ora, Karakia, waiata, Wairuatanga and Manaakitanga • Assist in the establishment and maintenance of effective relationships with Māori providers, Mental Health and Addiction providers, General Practices and community agencies as appropriate.
Reporting Reporting is timely, informative and accurate	<ul style="list-style-type: none"> • Prepare monthly and quarterly Performance Management Reports for NZ Health and other key stakeholders • Provide monthly written reports for the Chief Executive • Assist the SLT to collate and analyze service statistics and user surveys • Provide other reports/information as requested by the Chief Executive • Communicate/meet weekly with Chief Executive
Health & Safety	<ul style="list-style-type: none"> • Health and safety is considered to be everyone's responsibility; all staff are required to actively contribute to maintaining a safe working environment • Actively participate in Health Action Trust's Health and Safety practices • Facilitate H&S Committee meetings • Demonstrate willingness and involvement in health and safety activities. • Maintain familiarity with and active involvement in the identification and management of health and safety. • Be familiar with and actively involved in the identification and management of Health and Safety issues, risks, policies and reporting processes applicable to all work-related environments. • Adhere to Health Action Trust's Health and Safety policies and practices
Professional Development Regularly creates and takes advantage of learning opportunities The learning gained from professional development is reflected in practice.	<ul style="list-style-type: none"> • Actively participate in professional development and training as agreed with the Chief Executive • Undertake regular professional supervision.

Person Specification

Skills and Experience

- Personal lived experience of mental illness or distress
- A qualification and experience in management and leadership
- An understanding of peer support, advocacy models and practice and the ability to apply this knowledge in different settings
- Experience in providing supervision and support to staff
- Excellent organisational and time management skills, and the ability to prioritise work to meet deadlines
- An understanding of the health system and government contracting
- Strong oral and written communication skills with the ability to prepare clear reports and other documentation
- An understanding of the application of Te Tiriti o Waitangi and other Maori health frameworks
- Current Driver's Licence

Personal Qualities

- Enthusiasm and a sense of humour.
- Good interpersonal skills with an ability to respond and relate with sensitivity and cultural appropriateness to a wide range of people
- Ability to work in a co-operative team
- Able to use discretion and work with minimum supervision
- Flexibility to undertake a wide variety of tasks
- High level of initiative
- Ongoing desire to improve own professional and personal development.