

Position Description: *Operations Manager*

The Organisation: *Hohepa Canterbury*

Hohepa is registered charitable trust and community leader providing services and support for people with an intellectual disability to live their best lives and find a valued role in society. Based on the anthroposophical principles of Rudolf Steiner, we actively engage with the people we support to support them to develop to their fullest potential, leading enriched and meaningful lives in a holistic environment.

Our Mission, Vision and Values: *Our reason for being*

Every Life Fully Lived

Supportive communities, inspired by anthroposophy, that celebrate diverse ways of being human

Sustainability Whakamana Equality

Our Culture

Our secret ingredient is laughter. We greet the day with positivity and passion, bringing all of ourselves – head, heart, and hands. Building on our shared history and philosophy, we challenge the status quo for the good of all people and the disability sector. We celebrate the uniqueness of every individual – we are all different, and that’s what makes us interesting.

The Opportunity: *Where the role fits within Hohepa and delegated authorities*

Title:	Operations Manager
Reporting to:	General Manager – Hohepa Canterbury
Department:	Administration
Direct reports:	Service Managers
Financial delegation:	Financial sign off in line with policy
Other delegation:	Operationalising HR practices in line with policy
On call support:	Nil

Purpose: *The reason for which this role was created*

The Operations Manager is innovative, inspirational and energetic, ensuring every life is fully lived for the people we support and their staff.

The Operations Manager is accountable for the operational performance and effective delivery of services and supports to people with an intellectual disability and/or ASD who choose Hohepa in accordance with Hohepa values of:

- Holistic human development based in anthroposophy
- Opportunities for dignity, independence and belonging
- Protection of rights and responsibilities of citizenship
- Collaborative, affirming relationships
- Environment and sustainability
- Acknowledgement and respect for the principles of the Treaty of Waitangi

The Operations Manager provides leadership and direction to managers and support staff, ensuring that people with disabilities receive quality support and staff feel that their contributions are valued and recognised. They develop and drive a culture of performance and high performing teams.

The Operations Manager represents Hohepa and builds a positive image and relationships across the health and disability sector.

Key Relationships: *The key stakeholders this role is expected to interact with routinely*

Direct Reports	Internal Relationships	External Relationships
<ul style="list-style-type: none"> Support Managers <p>Line Reports</p> <ul style="list-style-type: none"> Direct Support Staff 	<ul style="list-style-type: none"> People we support Families and guardians All staff Administration staff People and capability team Finance team Properties team ICT team Development Manager- Quality & Risk 	<ul style="list-style-type: none"> Other providers Lifelinks NZDSN Ministry of Health Ministry of Social Development Enabling Good Lives Team ACC

Key Accountabilities: *Deliverables and outcomes of this role*

Accountability	Deliverables/Outcomes
Leadership	<ul style="list-style-type: none"> Provide leadership to the Hohepa Canterbury service delivery team to foster and promote a culture and drive performance in accordance with Hohepa’s vision, mission and values. Lead the Support Managers team to implement Hohepa’s strategic and operational plans and report against these monthly Accountable for coaching and monitoring that the practice of the Support Manager team to ensure: <ul style="list-style-type: none"> It is congruent with good employment practice It adheres to Hohepa’s policy and procedure There are clear performance expectations They motivate and develop others to build highly performing teams They manage and remove barriers to performance They actively maintain and enhance team capability Actively engage with all staff and build mutually trusting relationships with the wider team.
Service Delivery	<ul style="list-style-type: none"> Lead the delivery of all service frameworks, ensuring that clear objectives and outcomes are established and delivered Ensure each service framework is compliant to relevant sector standards, contracts, service specifications, legislations and government strategies Ensure that all service design is underpinned by our anthroposophical philosophy Lead the team to deliver services that meet Hohepa’s vision of quality and beyond to continuous improvement Ensure a holistic, anthroposophical approach to health and wellbeing is offered to all people we support

	<ul style="list-style-type: none"> • Manage the allocation of resources to ensure they are efficiently and effectively used
Relationship Management	<ul style="list-style-type: none"> • Drive a culture of engagement • Initiate and maintain appropriate relationships with key stakeholders so that Hohepa is credible, respected and successful • Encourage and enact proactive and effective communication with people who use our services, their family members and guardians • Participate in relevant sector forums
Financial	<ul style="list-style-type: none"> • Responsible for delivery of services and supports within agreed budgets • Coach the service delivery team to ensure their services are delivered within agreed budget • Support the GM to develop realistic annual budgets • Overall responsibility for financial decisions made with or on behalf of the people we support • Contribute to the financial sustainability and success of Hohepa • Work in partnership with the accounts team to ensure all financial accountabilities to funders are delivered on time • Prepare considered and reasonable business case for proposed changes to services or supports
Quality and Risk	<ul style="list-style-type: none"> • Accountable to ensure all the service delivery teams perform their duties in a way that adheres to Hohepa quality and risk systems • Coach the service delivery team to understand compliance as a minimum standard, quality as a satisfactory standard and continuous improvement as a desired standard in all that we do
Health and Safety	<ul style="list-style-type: none"> • Demonstrate a high level of commitment to health and safety management, ensuring all staff are acting in accordance with Health and Safety at Work Act 2015 and Hohepa Health and Safety strategies • Accountable to ensure that safe working practices are adopted, and no one is endangered through their actions or inactions. • Ensure that staff are trained and supervised adequately in order to reduce risk and provide support in line with Health and Safety at Work Act 2015 and Hohepa Health and Safety strategies • Ensure emergency response management plans are in place within all services in line with Hohepa policy and procedure
Cultural Safety	<ul style="list-style-type: none"> • Lead the team to practice in a culturally safe manner • Coach team members to live the principles of the Treaty of Waitangi in their work practice • Monitor and evaluate that we are providing services and supports that are meeting individual cultural needs
Strategic Planning	<ul style="list-style-type: none"> • Contribute to the strategic direction of Hohepa Canterbury • Develop annual operations plans that align to overall strategic direction of Hohepa • Maintain up to date knowledge of the sector to inform strategic and operational decisions
Support Development	<ul style="list-style-type: none"> • Act as single point of entry for families and funding for new service enquiries • Maintain waitlist

	<ul style="list-style-type: none"> • Accurately develop new services and supports for people
Miscellaneous	<ul style="list-style-type: none"> • The diverse nature of this role requires that other duties may be undertaken from time-to-time at the direction of the General Manager.

Key Competencies: *Abilities required to successfully perform*

Competency	Definition
Leadership	<p>Displaying attributes and skills required of people working in disability, described in <i>Let's Get Real</i></p> <p>Develop and drive organisational culture that is innovative and strives to be the best we can be</p> <p>Enable and empower team members to act and do the right thing</p> <p>Building staff capability to deliver services and provide support competently and confidently</p> <p>Able to influence others to <i>do the right thing and get the job done</i></p>
Developing others	<p>Able to effectively delegate decision making authority and/or task responsibility to others as a tool for building talent</p> <p>Provide timely guidance and feedback to help others strengthen knowledge/skill areas</p> <p>Planning and supporting the development of individual skills and abilities so that they can develop and/or enrich their capability – for their current and potential future roles</p>
Planning and organisation	<p>Able to drive for results by setting high goals for personal and group accomplishment</p> <p>Use defined metrics to monitor progress towards goals</p> <p>Tenaciously work to meet or exceed goals</p> <p>Courage under fire</p> <p>Seek innovative solutions</p>
Quality focus	<p>Strive for continuous improvement</p> <p>Able to effectively engage teams in evaluative practices as a tool for improvement</p> <p>Define and reach for a high standard of quality – beyond compliance towards continuous improvement</p>
Business acumen	<p>Drive and create systems that are simple and drive business efficiencies</p> <p>Able to balance people orientated decisions with commercial realities</p> <p>Use economic, financial, market and sector data to understand and improve business results</p>
People focus	<p>Ensure that creating a positive experience for the people Hohepa support is the driving force behind all decisions and activities</p> <p>Build effective and positive relationships with all internal and external stakeholders</p>

Person Specifications: *The qualifications, experience and attributes required for success in the role*

Qualifications, Skills, Experience	Personal Attributes
<p>Essential:</p> <ul style="list-style-type: none"> • Minimum of three years leadership experience in the health and disability sector • A tertiary qualification in a relevant field (nursing, social work, psychology) or significant comparable experience are essential • Financial acumen • Demonstrated leadership skills • High level of interpersonal relationship management skills • Ability to support teams to work to best practice principles including Enabling Good Lives and Let's Get Real in all that they do • A passion for taking an "ordinary life, community first" approach in providing support • A proven ability to set and achieve targets • Negotiation skills • Engaged in continual professional and personal development <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of Rudolph Steiner anthroposophical principles 	<ul style="list-style-type: none"> • Articulate and confident – able to promote the Hohepa brand. • Impeccable reputation – a person of integrity and worthy of respect • A credible people leader – confidently surround themselves with skilled people and look to develop/mentor talent for succession. • Able to make hard decisions. • Professional – personal presentation and manager • Relationship driven – people come first