



Position Description

Service and Relationship Manager

pathways
ahakoa te aha

real
ahakoa te aha

Last updated: July 2024

About Pathways, Real and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment, and housing. Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational purpose of ‘supporting people to live full lives; hopeful and connected to what matters’, we’re continuing to lead, innovate and pioneer new ways of working.

At Pathways we believe in upholding the articles of Te Tiriti o Waitangi and recognise it as the founding document of Aotearoa. We have a rautaki Māori. This is the platform that sets our expectations and approaches for addressing equity. The articles of Te Tiriti inform how we develop and design our kawa to ensure the mana of kaimahi, tāngata whai ora, taiohi and whānau remain upheld. Te reo Māori me ona tikanga influences our organisation. This means our practices, approaches, organisational rhythms and celebrations are informed by Māori tikanga.

We believe everyone can recover and we’re here to do everything we can to support them in their recovery. Our wairua or spirit of ‘whatever it takes’ is not just a slogan on the wall for us, our employees live this spirit every day. While mental health is our priority, total wellbeing is our goal. We work to strengthen whānau. We’re all about hope, respect and providing personalised support that changes as people’s needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people & working with them to build resilience and protective factors. Join us on our journey of helping people live a life they love.

Real

Real, the youth brand of Pathways, has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We are inspired by the dream that every young person can feel great about their future and help shape their community. We support young people to build resilience and wellbeing in youth-oriented, flexible, fun, and optimistic ways.

Real provides a range of community based and residential services nationally in partnership with Te Whatu Ora, Manatu Hauora and Oranga Tamariki. We seek to respond in ways which recognise and celebrate the mana of the young person. We help young people feel great by supporting them to build life skills, resilience, and strong connections with their whānau, friends and communities.

The Wise Group

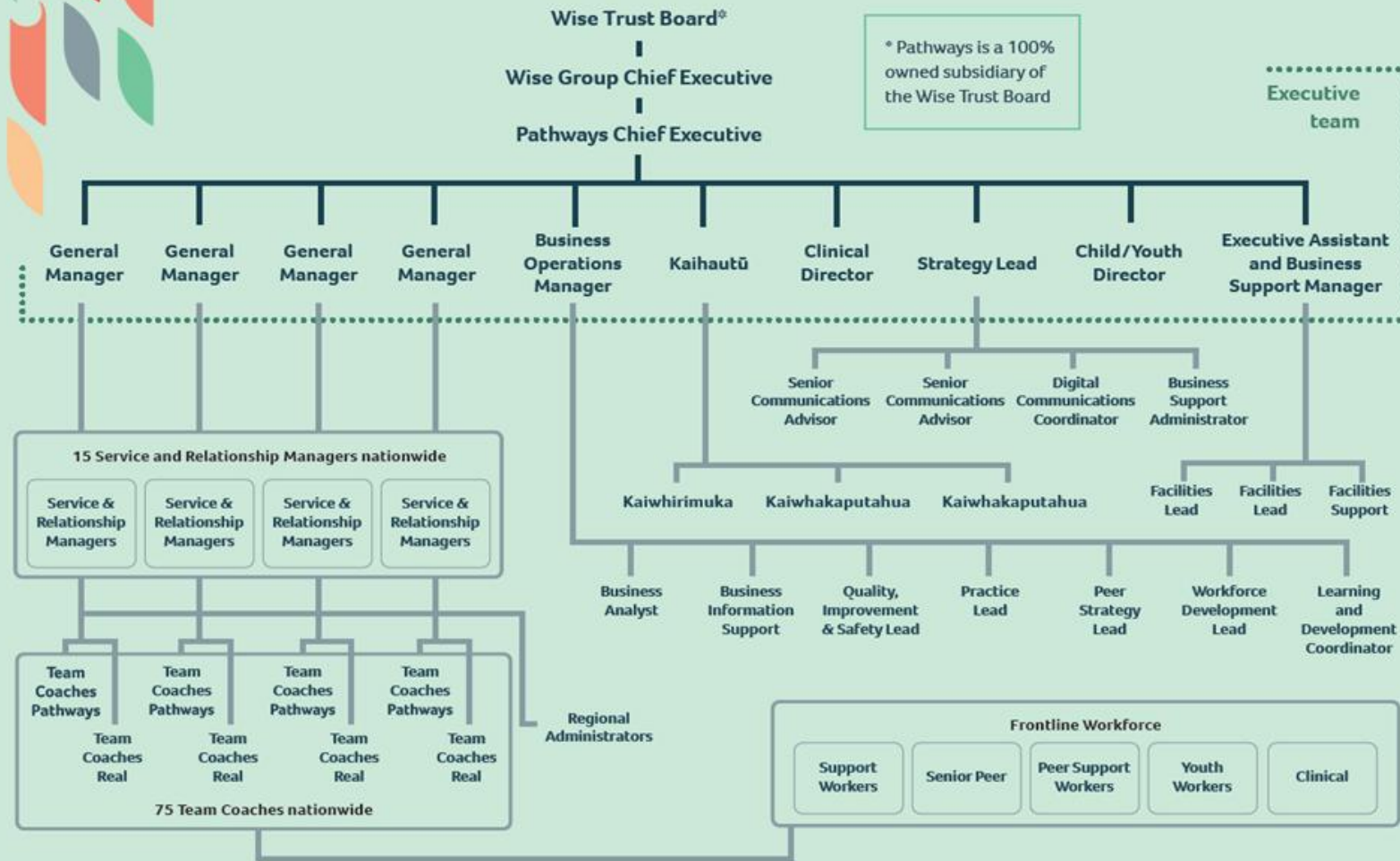
Pathways is part of the Wise Group, one of the largest non-government providers in Aotearoa New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create new opportunities for the wellbeing of people, vulnerable populations, organisations, and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the Group.

Position

Reports to:	General Manager for the region
Location:	Various locations across Aotearoa New Zealand
Purpose:	To provide leadership that builds teams' abilities to provide mental health and addiction support that enables people to live their dreams. Ensure continued service improvement within contemporary models of care and relevant evidence-based practices. To build and strengthen relationships with external stakeholders that contributes to better outcomes for people and their whānau.
Relationships (Internal):	Pathways employees, Wise Group employees
Relationships (External):	Tāngata whai ora or taiohi (people using Pathways and Real services) and their whānau (families and support people), Te Whatu Ora and Te Aka Whaiora, other key stakeholders, external suppliers, Government agencies, and community agencies.

Pathways and Real leadership structure



* Pathways is a 100% owned subsidiary of the Wise Trust Board

July 2024

Ohia nui

Inspirational Purpose

We support people to live full lives; hopeful and connected to what matters to them



Aronga matua

Focus

Front of mind, every day

December 2022

Wairua

Spirit

Ahakoā te aha
Whatever it takes



Tūmanako tangata

Character Attributes

Aroha *Loving*
Whakahonohono *Connected*
Harikoa *Joyful*
Tika *Authentic*
Manako *Hopeful*
Māia *Courageous*
Māhorahora *Generous*
Pou Piripono *Reliable*

Mātāpono Beliefs

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- We are part of great partnerships that deliver to people
- Peer support and lived experience are integral to what we do
- Helping everyone we support to have somewhere to live, something to do, something to hope for and someone to love
- Connected, diverse and compassionate communities build strength and resilience
- Our staff make the difference
- Sustainability influences our actions
- Evidence-based practice, tikanga and mātauranga underpins our mahi
- We invest in finding out 'What do you need right now?'

Wero nui

Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes

pathways
ahakoā te aha



Requirements of the position

Focus	Activities	Outcomes
<p>Ensure Services respond with support in a timely manner</p>	<ul style="list-style-type: none"> • Nurture the ability for all staff to listen and respond to tāngata whai ora and whānau. • Ensure services are delivered through a trauma informed lens, use an evidence-based framework, meet the needs of the individual and are whānau centric. • Utilise a range of tools and plans, including 90-day plans, Power BI dashboards and the Quality Review Processes to revise and reflect on progress. • All required standards, for example health and safety, are met for referrals, assessments, entry, service review, exit and follow up for the people who use our service. • Gather information and insights to inform strategic planning. • Scan environment for opportunities and act on them. • Maintain a working knowledge of developments within the mental health, addictions and NGO sector through networking and actively reviewing all material forwarded or posted by the Ministry of Health, Te Whatu Ora, Te Aka Whaiora and other key agencies. 	<ul style="list-style-type: none"> • Tāngata whai ora and their whānau contribute and are heard. • Anyone who works at Pathways has the skills to engage quickly and achieve the best possible outcome. • We have confidence that we provide the right support at the right time. • Our strong knowledge of services means that we know what is needed, can continually improve and can clearly communicate this. • Funders regard Pathways and the Wise Group as supportive of its direction and knowledgeable in regard to need. • Pathways and the Wise Group are regarded as thought leaders of mental health, addiction, and wellness service models within the community.
<p>Build and maintain a highly engaged team</p>	<ul style="list-style-type: none"> • Demonstrate inspirational leadership, following Pathways Peak Performance principles. • Recruit and induct Team Coaches. • Coach and support Team Coaches to be inspiring leaders. • Develop supportive peer relationships between team coaches, resulting in strong service and locality leadership with consistent application of quality services and outcomes. • Ensure we recruit the best people who fit with Pathways values and our purpose. • Seek every opportunity for staff to be engaged in their workplace and how it operates. 	<ul style="list-style-type: none"> • Contemporary leadership skills are practiced. • Peak Performance principles are evident and embedded in our services. • We recruit and induct the right people. They feel welcomed, inspired and they have the knowledge they need to achieve peak performance. • Kaimahi consider that they have opportunities to contribute to make their workplace great. • Pathways kaimahi demonstrate commitment and passion in their work. • Staff feel challenged and are valued as individuals and teams.

	<ul style="list-style-type: none"> • Work with Team Coaches to ensure every staff member has a current 90-day plan. • Monitor and review current and future competency/skill requirement within the team. • Work with teams to identify and implement training and development opportunities to ensure that best practice standards are maintained. • Look for ways to facilitate learning opportunities (both formal and on-the-job) that contribute to the professional development of staff. • Contribute to making Pathways a workplace of choice. • Actively address non-performance/disciplinary issues in accordance with organisational policies and procedures. • Provide support to other Wise Group staff in the region. 	<ul style="list-style-type: none"> • Every opportunity is taken to acknowledge success. • Low staff turnover, high levels of engagement. Requests from others re: position vacancies. • Difficult employment matters are addressed early, and staff performance is effectively and skillfully managed. • Service based Wise Group staff feel supported and part of the regional family.
<p>Inspire teams to exceed their personal and organisational best</p>	<ul style="list-style-type: none"> • Inspire staff to be involved and seek ways in which they can improve our services or our systems. • Create a culture where innovation is celebrated. • Ensure all requirements of accreditation and certification are met. • Ensure all staff are familiar and engaged with Pathways' Quality and Improvement framework. • Create continuous improvement opportunities across the organisation. • Ensure that service Quality Review practices are occurring and opportunities for improvement are implemented. 	<ul style="list-style-type: none"> • A culture of continuous improvement exists with evidence of new ideas about services. • Certification and accreditation is maintained. • Staff demonstrate awareness of Quality and Improvement Framework and are engaged in quality activities. • Internal quality review activities are completed in services and findings actioned. • Health and Safety issues within services are addressed, as per policy.
<p>Build strong and enduring relationships with our communities</p>	<ul style="list-style-type: none"> • Identify key people within the community and build strong and enduring relationships with them. • Ensure that the organisation's strong service focus is embedded. • Work creatively and collaboratively with our partners. • Participate and represent Pathways in relevant Regional and National networks. 	<ul style="list-style-type: none"> • Key community relationships are accurately identified, developed, and maintained. • Community stakeholders are fully informed regarding Pathways' activities and supportive of Pathway's work. • Entrance, transition and exit of people services functions in a smooth and straight forward manner.

<p>Meet funders contractual requirements.</p>	<ul style="list-style-type: none"> • Monitor contract performance, including reporting and audit requirements. • Ensure services meet health and safety workplace requirements. • Investigate and close Reportable Events and share learnings. • Review quarterly reportable event analysis and implement quality improvement responses. • Plan and manage financial budgets to remain within budget. • Monitor optimal use of resources, implementing supporting strategies as appropriate. 	<ul style="list-style-type: none"> • We are fully aware of the funders’ expectations and they will be kept fully informed of our activities. • Contractual requirements are known and understood and met. • Accurate and timely reporting data is provided as required. • General Manager is fully briefed on all incidents. • Areas of risk are identified and resolved or escalated as required, and any negative impact is minimised through adherence to organisational policy.
<p>Work in a culturally safe and respectful manner demonstrating understanding of the Te Tiriti and being mindful of the cultural diversity of our community</p>	<ul style="list-style-type: none"> • Demonstrate knowledge and application of the articles of Te Tiriti. • Undertake all interactions in a respectful and culturally appropriate and sensitive manner. • Demonstrate understanding, respect for and inclusive practices with the diverse range of people within our community. • Seek guidance regarding tikanga and culturally specific models/approaches/behaviours from appropriate sources. • Ensure service delivery, review, and improvements target health inequities. 	<ul style="list-style-type: none"> • Demonstrates behaviour that recognises and is consistent with equity principles and practices. • Contributes to a positive team environment. • Services are culturally safe are responsive for all tāngata whai ora and their whānau.
<p>Provision of other related duties within capability, as assigned by your manager</p>	<ul style="list-style-type: none"> • Performs other related duties within your capability as assigned by your manager. 	<ul style="list-style-type: none"> • “Can do” attitude - operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.
<p>Be your very best</p>	<ul style="list-style-type: none"> • Plan regular uninterrupted times to meet with the General Manager to review your 90-day plan and seek feedback on performance. • Actively develop personal leadership skills • Develop a learning and personal development plan with your manager and implement this plan as agreed. 	<ul style="list-style-type: none"> • You are well prepared for any forums and meetings, sharing what’s working and what’s not and bringing solutions for improvement. • Your skills are current, and your innate curiosity means that you are always seeking new learning opportunities. • You demonstrate behaviour that is consistent with equitable practices.

	<ul style="list-style-type: none"> • Share knowledge gained from professional development experiences. • Work in a culturally safe and respectful manner demonstrating awareness of Te Ao Māori and be mindful of the cultural diversity of the community. • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards. • Role model a healthy lifestyle. 	<ul style="list-style-type: none"> • Evidence of Te Ao Māori cultural understanding is reflected in everyday practice and future organisational planning. • Projects and tasks are completed within agreed timeframes to agreed standards.
Think and Act as One	<ul style="list-style-type: none"> • Participate in creating a culture of think and act as one across the Wise Group • Actively participate in and contribute to national leadership forums and regional meetings. • Represent Pathways and the Wise Group in a professional manner at all times. • Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of top challenges. 	<ul style="list-style-type: none"> • The Wise Group based services feel connected to each other's work and each other. • You are highly regarded for your contribution nationally within the organization. • The service continually repositions itself to meet perceived future needs.
Be committed to safety and wellbeing in the workplace	<ul style="list-style-type: none"> • Take responsibility for personal wellbeing and health management within the workplace. • Comply with legal obligations and safety and wellbeing policies and procedures. • Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure. • Be committed to safety and wellbeing and follow Wise Group and Pathways Safety and Wellbeing practices. 	<ul style="list-style-type: none"> • Work practices are safe for self and others. • Policies and procedures are understood and followed as designed. • All safety and wellbeing reportable events are accurately reported within specified timeframes. • Safety and Wellbeing responsibilities of the role are fully completed.

Accountabilities

Authority	<ul style="list-style-type: none"> • Financial – The role has a delegated authority level set by a Delegated Authority Policy. • Operational – The role operates within practices and procedures covered by precedents or well-defined policies, and review of end results. The role can determine its own priorities provided the end results meet standards of acceptability. Supervision over work activities is usually indirect, with expected results determined by the General Manager of the region. The role has freedom to consider which, amongst many diversified procedures, should be followed and in what sequence to achieve the required job results.
Direct Reports	<ul style="list-style-type: none"> • Team Coaches and Senior Peers

Know how

	Essential	Preferred
Practical and Technical Knowledge	<ul style="list-style-type: none"> • Relevant professional or academic qualification • Contemporary management knowledge • Knowledge of Microsoft Office suite. • Knowledge of Te Reo Māori language and Tikanga Māori protocols. 	<ul style="list-style-type: none"> • Knowledge of the New Zealand Health sector, in particular the NGO and community health sector. • Knowledge of Ministry of Health documents, relevant standards, and legislation • Knowledge of quality accreditation and certification services. • Understands principles of wellbeing and recovery • Membership of a professional health registration board.
Experience	<ul style="list-style-type: none"> • Three years' experience in a similar role • Competency in trauma informed care and evidence-based practice • Demonstrated understanding, influencing, and supporting people through applying technical knowledge. • People leadership skills 	