



Employment Services (ES) Manager

JOB DESCRIPTION

Responsible to: General Manager, Te Whare Mahana Trust (TWM)
Broad Objective: To manage and lead Employment Services (ES) key functional areas: EIP, EVS and Helping Hands.

Key Accountabilities	Objectives	Task	Outcome
Organisation	To be committed to Te Tiriti O Waitangi	<ul style="list-style-type: none"> Uphold the organisations Vision and Philosophy towards Te Tiriti o Waitangi. Liaise with Iwi as appropriate 	<ul style="list-style-type: none"> Appropriate service delivery to Tangata Whaiora Improved bi-cultural practice. Participates in on-going development of tikanga Māori competence
	To communicate with other TWM staff, clients, contractors, and community agencies as appropriate.	<ul style="list-style-type: none"> Liaise with other TWM staff Attend meetings Liaise with contractors as appropriate. Work with other external agencies: 	<ul style="list-style-type: none"> That relevant information is appropriately shared to promote safe environment. Collaborative working relationships with other agencies are developed and maintained within the community.
	To adhere to TWM policy and procedures	<ul style="list-style-type: none"> Participate in meetings, training, supervision sessions and performance appraisals. Utilise TWM Administration systems appropriately. Electronic and hard copy information is kept current and accurate. Confidentiality is observed. Treat TWM property and resources with responsibility and care 	<ul style="list-style-type: none"> Maintain professional standards, boundaries, and personal development. Work within the TWM Policies and Procedures Information is accessible, and confidentiality is appropriately maintained. Administrative tasks are completed in a timely fashion and to a professional standard.
Health & Safety	To maintain a healthy and safe work environment.	<ul style="list-style-type: none"> Report any identified hazards. Take responsibility (as far as is reasonably possible) for personal and professional safety while at work. 	<ul style="list-style-type: none"> Hazards are reported and managed The work environment is safe. Maintain Personal/professional safety.

Te Whare Mahana Trust	Employment Services (ES)	Title	ES Manager	JD003
Date	04/08/2022	Review Date	As Required	Page 1 of 3
Prepared by	General manager	Authorised By	General manager	
Name & Location	M:\Human Resources\0. Generic Info + Templates\03. Position Descriptions\Employment Services\T-HR-JD- ES Manager - Nov 2023.docx			

Key Accountabilities	Objectives	Task	Outcome
ES Service Delivery	Employment Services is a well-run and efficient service providing opportunities for clients.	<ul style="list-style-type: none"> • Make ES business decisions in accordance with the TWM Policies/guidelines and in consultation with the General Manager. • Manage the ES budget and remain within directed levels of expenditure. • Provide monthly Reports • Support HH Coordinator 	<ul style="list-style-type: none"> • Professional standards, boundaries are maintained. • ES employees work within TWM Policies and Procedures • Tasks are completed in a timely fashion and to a professional standard.
Clients	To support employment clients and Helping Hands workers	<ul style="list-style-type: none"> • Enabling greater confidence and independence and support for clients • Weekly meetings with the HH Coordinator to report about HH staff development and wellbeing • Ensure staff members have appropriate training and on-going professional development. 	<ul style="list-style-type: none"> • Clients feel secure, supported and able to do what is required of them • Clients are enabled to be part of a team and social support network • Professional approach to client's personal and skill development
Leadership	Provide support for ES staff	<ul style="list-style-type: none"> • Build financial self-sustainability and capacity of ES to provide employment opportunities for clients and other disadvantaged job seekers. • Lead the planning, review and guidance for HH Service. • Deal with HR issues • Help recruitment and orientation ES staff. • Complete three-month reviews of new staff members. 	<ul style="list-style-type: none"> • ES services are marketed appropriately • Tasks are completed in a timely fashion and to a professional standard. • Staff made to feel supported as part of the ES team.
Customers	To maintain and support customer relationships with ES.	<ul style="list-style-type: none"> • Develop key customer relationships. • Provide information to customers as requested. • Promote ES and secure new business opportunities. 	<ul style="list-style-type: none"> • Customers receive prompt responses to inquiries and have up to date information. • ES is seen as the leader of supported work services in the Golden Bay community.
Other	Complete directed tasks as required	<ul style="list-style-type: none"> • Undertake the role as TWM Property Officer. 	<ul style="list-style-type: none"> • Tasks are completed professionally and within a timely manner as per additional JDs.

Person Specifications

<p>Knowledge and Experience Relevant Training and/or experience</p>	<ul style="list-style-type: none"> - Significant experience in leadership and management roles. - Experience in Health and Safety management. - Experience in property maintenance systems favourable. - Proven ability in financial management and budget compliance. - Experience of formulating, implementing, and revising policies and procedures. - Committed to a bi-cultural model of practice and knowledge of te Tiriti O Waitangi
<p>Skills and Abilities Communication Supervision Teamwork Networking/Relationships Administration</p>	<ul style="list-style-type: none"> - Confidential in all matters - Excellent planning, organizational and time management skills - Excellent verbal, written communication, and presentation skills - Ability to work on own initiative - Ability to work in, and adapt to a rapidly changing environment - Has excellent communication skills; written and verbal. - Willing to undertake supervision in the role. - Understand the value, importance, and challenges of (multidisciplinary) teamwork. - Able to develop and maintain professional relationships within the community at a level appropriate to the role. - Strong IT skills
<p>Aptitudes Professional values Strengths/Solution Focus Flexibility Motivated/Passionate</p>	<ul style="list-style-type: none"> - Works in a respectful and professional manner with all clients, members of staff, other professionals, and members of the community. - Values include empathy, compassion, and authenticity. - Flexible and co-operative at all times - An assertive but calm demeanour - Ability to problem solve using strengths-based solutions to promote an excellent level of service. - Able to work on own initiative, flexible approach to changing priorities, environment and work demands. - Self-motivated and enthusiastic with a passion for mental health work. - Good timekeeping and attendance record

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels.