



# Hawksbury

Community Living Trust

*Your life. Your way.*

Nōu te Oranga, Māu e Whakarite

## Job Description Manager

<b>Our Values</b>	Respect and support for all people. Opportunities for personal growth for all people. An environment in which all people are proud to live and work.
<b>Mission</b>	Supporting people with learning disabilities to achieve their life choices
<b>Vision:</b>	Your Life Your Way

### Position Purpose

To provide guidance and support to the residents we support and to their team. This is a hands-on role where you will use your skills and knowledge to contribute to improving outcomes for the residents we support and homes you are responsible for managing.

You'll achieve targets, and devise new ways to promote choice, maximise independence ensuring you meet the needs of the person. Leading by example, you'll motivate the team in the home, making sure there is a caring and supportive environment for both the residents we support and staff.

This is a salaried position, and some on-call work will be required.

### Key Relationships

<b>Report to</b>	Regional Manager	<b>External</b>	Residents we support and their family/whānau
<b>Responsible for</b>	Support Staff/Personal Assistants		Allied Health Professionals
<b>Internal</b>	Regional Managers		NASC
	CEO		Audit Agencies
	Quality and Systems Manager		Whaikaha
	Clinical Quality Lead		Ministry of Social Development
	Other Hawksbury Employees		EGL

### Position Delegations

**Financial Delegation:** Responsibility for approving expenditure directly related to the performance of your and duties up to the delegated level of \$1,000.00.

**Human Resources:** Has responsibility for staff, including recruitment, selection, and performance management for direct reports with support from their Regional Manager

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## Key Responsibilities

### Residents

- Monitoring and reporting progress of the residents you support internally and externally via the appropriate documentation.
- Actively promoting self-advocacy, self-confidence, independence, participation and choice, equality, diversity and rights including educational opportunities and support programmes.
- Creating experiences that residents and their family/whānau value by ensuring that resident's needs are understood, and that appropriate support are provided to meet those needs.
- Proactively identify opportunities to provide residents with correct information, advice, and suggestions to help them meet their needs in a friendly, knowledgeable, courteous, and efficient way.
- Ensure the residents Hawksbury support are working towards reaching their dreams and aspirations through ongoing observations, assessments, monitoring and interactions.
- Assist with the overall responsibility for residents' hauora (holistic view of health and wellbeing)
- Build and extend residents circles of support by developing and maintaining friendships and relationships in their community including involvement with family/whānau.
- Ensure there is thorough documentation for residents on their profiles, personal support plans and other relevant plans. That relevant documentation is passed onto residents including their family/whānau, staff and other agencies.
- Refer residents to allied health providers/agencies for additional support and ensure residents receive timely medical support and attend relevant appointments as appropriate.
- Encourage, support and or assist with
  - Personal support to ensure a good standard of personal care, hygiene, and physical appearance.
  - Administer medication in line with Hawksbury's guidelines and procedure.
  - Daily living skills e.g. gardening, cooking, shopping, finances etc.
  - Communication and social skills.
  - Everyday challenges that may occur.
- Treat residents with respect and dignity.
- Working alongside the residents you support to identifying the extent of their specific needs including any difficulties they may be experiencing.
- Promote appropriate opportunities for the residents you support to explore their cultural and spiritual connections.
- Supporting families and whānau.
- Supporting residents to live their life following the EGL principles.

### Health, Safety and Wellbeing

- Ensure towards best practice and documentation under the Health and Safety at Work Act.
- Ensuring that all staff and contractors understand and accept their responsibilities to adhere to and promote a safe and healthy workplace.
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that all equipment is used correctly at all times.
- Take practical steps to ensure a safe working environment for all stakeholders and utilise the risk management guidelines and procedures to mitigate any harm or workplace injury.
- Review and sign off all monthly Health and Safety checklists.

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## Quality and Risk Management

- Assist liaising with Whaikaha and Ministry of Social Development auditors to ensure that all contractual requirements are met.
- Engage with management and external providers on all audit requirements.
- Quality and Risk Management of the home(s) which includes completion of incident reports, identification of risks and ensuring accurate documentation.
- Demonstrate sound understanding of organisational guidelines and procedures and ensure they are applied and adhered to by staff.
- Quality Improvement processes and risk management programmes are established and maintained.
- Manage critical incidents, ensuring relevant guidelines and procedures are followed. This includes effective defusing, debriefing of the situation and review.

## Leadership

- Provide vision and purpose to staff in a way that they can understand, and actively contribute to, in their role.
- Actively coach and mentor staff and encourage peer support and knowledge sharing.
- Role model for staff by being seen to follow and promote adherence to all guidelines and procedures.
- Actively promote and support the development of a performance-based team that focuses on culture, commitment, and continuous improvement.
- Lead by example by being a role model in the areas of personal presentation, professional behaviour and management practices while leading your team.
- Identify and attend to issues in a timely and effective manner.
- Acknowledge the positive contributions of others.

## Human Resources

- Responsible for submission of roster requests permanent changes to the Regional Manager.
- Trained observer for Careerforce. supporting the Verifier where appropriate.
- Completing any task delegated by the Regional Manager.
- Lead the Recruitment, Orientation, and Induction of team members to meet current and future Organisational needs.
- Manage HR issues appropriately and in a timely manner in collaboration with Regional Manager.
- Effectively manage the annual performance review process with direct reports.
- Managing staff holiday requests, addressing staff shortages.
- Establish effective staff relationships that promote communication and motivation.
- Demonstrate effective delegation of tasks to appropriately skilled staff.
- Be responsible for and ensure all staff in accordance with Hawksbury's guidelines and procedures:
  - Are coached and mentored.
  - Attend Monthly Team Meetings.
  - Have ongoing annual performance reviews.
  - Have access to professional development opportunities.

## Finances

- Ensure there is thorough documentation on resident's finances.
- Ensure the petty cash is used appropriately which includes accurate reporting.
- Monitor and maintain fortnightly wage analysis schedule to ensure targeted hours are within budget.
- Effectively manage physical resources to ensure plant, property and equipment are maintained in good order and meet legislative requirements.

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- Understand relevant contracts and service specifications and the related funding complexities.
- Oversight and responsibility of personal finances of residents Hawksbury support, ensuring that finances are used appropriately.
- Reviewing and approving expenditure via Dext and ApprovalMax.

**General:**

- Attends and participates in meetings as required.
- Completes special projects and miscellaneous assignments as required.
- Maintain professional boundaries, image, attitudes, and behaviour at all times.
- Positively promote Hawksbury and foster increased awareness and support for the organisation.
- Adhere to legislative requirements and Hawksbury’s guidelines and procedures on confidentiality and the management of sharing information.

**Person Specification**

A genuine commitment to our Mission, Vision, Values and committed to the well-being of the residents we support and staff.

**Qualification:** New Zealand Certificate in Health and Wellbeing (Support Work) (Level 3) or equivalent  
Full clean current New Zealand driver’s licence

**Experience:** Leadership experience  
Relevant disability experience (Learning disability experience preferred)  
Experience working in a cooperative team environment

**Skills & Competencies** Excellent written and verbal communication skills  
Ability to listen actively  
High level of organisational skills, ability to effectively prioritise and execute tasks  
Proven advocacy skills  
Is able to give and receive support and advice  
Proven ability to resolve problems and find ways forward  
Critical thinking and problem solving skills with the resilience and ability to cope with the unexpected  
Flexible and a self-starter  
Excellent Microsoft Office application skills including Word, Excel and Outlook  
Highly developed sense of integrity  
Excellent Role Model  
Demonstrates a passion for excellence about the work that they do  
Embraces diversity and has a strong focus on human rights  
Excellent Time Management skills

**Job Description Acknowledgement**

I have received, reviewed, and fully understand the job description above.

<b>Employee Name:</b>		<b>Date:</b>	
<b>Employee Signature:</b>			

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