

**Position Description**

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| **Position:** | **General Manager** |
| **Direct reports:** | Practice Manager, Fundraising, Marketing and Communications Manager, Executive Assistant/Human Resources, Business Systems Leader, Executive Business/Health & Safety Administrator, Restorative Justice Co-ordinatorAll workers (overall) |
| **Reports to:** | Anglican Family Care Centre Board |
| **Financial responsibilities:** | Budget, Financial delegation authority, Contractual, Signatory |
| **Functional relationships:****Approved Date:** | All agency workers, Agency Managers/Team Leaders, Funders, Anglican Diocese, Stakeholders17 October 2024 |
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**Vision and Values**

Anglican Family Care’s vision is for strong, connected and thriving whānau and tamariki.

Anglican Family Care values:

* Whanaukataka / Facilitating relationships, creating a sense of belonging, strengthening and enhancing connections
* Kotahitaka / Building common purpose, shared direction, togetherness, and unity
* Manaakitaka / Enhancing mana through care, generosity, and respect
* Mahi Tahi / Working together with shared commitment, skills, and knowledge
* Whakahirahira / Inspiring people to grow and be their best, building on their strengths
* Awhinataka / Guiding, supporting, and nurturing people with empathy and humility

Anglican Family Care is a social services agency that has served the people of Otago since 1970.

Our mission is to work together with Otago whānau to make change that inspires hope for a better future.

**Purpose**

To contribute to the strategic direction of the organisation by leading and managing Anglican Family Care Centre through the delivery of appropriate programmes and services that are consistent with the agency’s aims and objectives as defined in the mission statement.

**Objective of Position**

Whilst delegating care and responsibilities to the management team, the General Manager is directly accountable for the operational performance of the agency against an agreed annual plan which includes human resource management, information management, asset management, financial management of the agency, its programmes and services within an environment that promotes social responsibility and justice. Inherent in the General Manager’s accountability is the requirement to establish standard system and process checks, regular audits and ensure due safe practice is in place and monitored.

To provide leadership towards adding value to the agency services, by identifying and implementing new or emerging trends and issues.

The General Manager will be an experienced senior leader with strong management and significant relationship skills.

**Key Responsibilities**

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are presented as included in, but limited to the role.

| **Deliverable** | **Expected Outcomes** |
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| 1. **Strategic Leadership**
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| Strategic Leadership | Leadership is innovative and forward looking |
| Develop and implement the Strategic Plan  | * Ensure the Board's strategic direction is achieved through a comprehensive annual plan that aligns with organisational goals and priorities.
* Ensure the Agency’s strategic direction remains future-focused, while upholding the Christian ethos and meeting bi-cultural obligations of Anglican Family Care Centre under Te Tiriti o Waitangi.
* Develop and implement people-related strategies and frameworks to enhance organisational performance and capability, ensuring the agency is well-positioned to meet future challenges.
* Collaborate with the Board and management team to continuously review and adjust the strategic direction and operational performance of the agency, ensuring alignment with evolving community needs.
* Foster a culture of continuous improvement
* Collaborate with key community partner agencies to further strengthen the agency’s strategic influence and partnership engagement.
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| 1. **Programme Delivery**
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| Child and Family Support Service is managed according to requirements of legislation | * Represent to Board in matters affecting The Child and Family Support Service
* The Agency operates within and meets the requirements of the Oranga Tamariki Act
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| Ensure programme delivery is effective to the highest possible standards of professional excellence | * Ensure child paramountcy informs all aspects of the Agency’s work
* Ensure Agency outcomes and staff performance achieve excellence in professional standards and continuously improve practice by ensuring processes and strategies are consistently enhanced.
* Oversee and monitor the agency's performance against government contracts, ensuring all obligations are met.
* Monitor compliance with relevant legislation and policies
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| 1. **People and Culture**
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| Provides effective leadership and support to agency staff, fostering an inclusive workplace culture that promotes and supports operational excellence. | * Consistently uphold and support the vision, values and purpose of Anglican Family Care in all actions and decisions
* Staff have the required qualifications, training and experience
* Personnel systems comply with legislation and agency policy
* Health and Safety systems comply with legislation
* Drive initiatives that cultivate a positive organisational culture, leadership development, and high performance.
* Lead a culture that promotes capability in te reo Maori, tikanga and mātauranga Maori
* Foster a cohesive team culture that promotes collaboration and effective communication with management team, ensuring making timely decisions on every aspect of the work of the Agency
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| 1. **Relationships Management**
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| The Agency profile continues to grow, as we develop and maintain external relationships  | * Influencing and collaborative skills enhance positive working relationships and partnerships with external stakeholders
* The connection with the Anglican Diocese is robust and ‘the special character’ of the Agency is preserved
* The political and social environment is well understood, ensuring our services are relevant to the changing needs of our community
* Our profile with the networks of referrers and partners in our community continues to be positive and well respected
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| 1. **Finance and Fundraising**
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| Provide financial leadership  | * Financial processes are timely and accurate, including budget setting, monitoring of monthly expenditure, and targets for fundraising
* Aim for a more diverse spread of sources of income, to ensure a more robust financial base for the future
* Continue to grow and develop a database of new and prospective funders
* Office management and administrative systems meet the needs of the Agency
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| Asset and contract management systems and procedures are effective | Asset and contract management (including non-revenue contracts) is managed effectively according to the needs of the Agency. |
| 1. **Information and Communications Technology (ICT)**
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| Overall responsibility for ICT, data analytics and systems  | * Statistical information is captured accurately each month and is required in a timely manner
* Reports and statistics are provided as needed for funding applications, government tenders, projects and business cases
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| ICT administered effectively  | * Client databases and all systems administration are well maintained, useful and purposeful
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| 1. **Te Tiriti o Waitangi**
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| Ensure Anglican Family Care Centre is a culturally responsive organisation, respectful of our Treaty Partnership with Kāi Tahu as Mana Whenua Continue to drive the organisation’s bi-cultural journey | * Relationships with Papatipu Rūnaka grow and develop over time
* The work environment is responsive to cultural difference and respectful of Kāi Tahu as Mana Whenua
* Our understanding of te ao Maori is deepened and outcomes for tamariki and whānau Maori accessing our services are improved
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| 1. **Board and Governance**
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| Timely and accurate reporting | * The Board is well informed in setting an appropriate strategic direction for the Agency
* The Board monitors the delivery of all aspects of the Agency’s work
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| Risks identified and managed, in consultation with the Board | * Implement effective strategies to mitigate risks and ensure compliance with the organisational policies.
* Regularly report on risk management activities to the Board, ensuring transparency and continuous improvement.
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**Health and Safety**

Anglican Family Care is committed to achieving the highest level of health and safety for its staff. All employees are expected to take the initiative to identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee the health and safety of staff members and colleagues as well as your own, are your responsibility. You are expected to work safely and to adhere to all agency Health and Safety Policy and Procedures. It is expected that you will report all accidents or potential hazards to the Board.

**Te Tiriti o Waitangi**

 We honour Te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of the Māori community. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own confidence and capability to contribute to the agency’s bi-cultural journey and wider organisation’s vision to be a treaty-responsive organisation.

**Person Specification**

An Overview of the person specifications for this role is as follows:

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| **Area** |  |
| **Qualifications or Education:** | A Tertiary level qualification in Social Work, Management or an equivalent field |
| **Experience & Knowledge** | * Proven leadership and management experience
* Practical experience of employment and HR principles and practice.
* Financial expertise
* Business analysis and process development skills/acumen
* Strong strategic analysis, project management and planning skills
* Familiar with care and protection and child paramountcy principles and strengths-based practice
* Must be comfortable with diversity and respectful of a wide range of faiths, beliefs and experiences
* Experience in the field of not-for-profit management and community relations
* Knowledge of the principles of fundraising and marketing
* Familiar with governance principles
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| **Skills / Attributes:** | * Is adaptable and able to cope with a variety of situations and with changes in the environment
* Insights for improving organisational effectiveness
* Is an innovative thinker
* Excellent analytical and problem-solving abilities while paying close attention to detail
* Ability to understand the business requirements in regard to the sector
* Ability to predict consequences and flow on effects of decisions over a twelve-to-eighteen-month time frame
* A natural communicator with an affinity for connecting and engaging with people
* An experienced pragmatic leader with strong solution-based orientation
* Sound commercial and strong business acumen and an understanding of the principles of child paramountcy in a social service setting
* A strategic thinker with the ability to inspire and motivate
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**Personal Competencies**

The competencies for the role are determined by applying the SHL Unified Competency Framework. The competencies specific to this role are as follows:

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| --- | --- |
| **Competency** | **Essential** |
| 1.1 Deciding and initiating action | ✓ |
| 1.2 Leading and supervising | ✓ |
| 2.1 Working with People | ✓ |
| 2.2 Adhering to principles and values | ✓ |
| 3.1 Relating and networking | ✓ |
| 3.2 Persuading & Influencing | ✓ |
| 3.3 Presenting & Communicating Information | ✓ |
| 4.1 Writing & Reporting | ✓ |
| 4.2 Applying expertise and technology | ✓ |
| 4.3 Analysing | ✓ |
| 5.1 Learning & Researching | ✓ |
| 5.2 Creating and Innovating | ✓ |
| 5.3 Formulating Strategies and Concepts | ✓ |
| 6.1 Planning and Organising | ✓ |
| 6.2 Delivering Results & Meeting Customer Expectations | ✓ |
| 6.3 Following Instructions & Procedures | ✓ |
| 7.1 Adapting & Responding To Change | ✓ |
| 7.2 Coping With Pressures & Setbacks | ✓ |
| 8.1 Achieving Personal Work Goals & Objectives | ✓ |
| 8.2 Entrepreneurial and Commercial Thinking | ✓ |

**Other attributes/factors necessary for this position:**

* Will be required to be available outside of standard hours; and to be “on call” as required.

*I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read and understood this position description and I am aware of the responsibilities, requirements and duties of the role and I accept this position*

*Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:*

***Board Chair***

*Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:*

*Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*