



## POSITION DESCRIPTION

### Pou Tahuu

#### Te Whare Āwhina:

### Mental Health and Community Services Manager

#### Taumata Korero | Hauora Hokianga Vision and Values

##### Tirohanga Matua – Our Vision

Whānau Oranga

Kia eke rawa te taumata manaaki tāngata, manaaki whānau, manaaki kainga

*achieved through collaboration and service excellence*

##### Ngā Pou Matua – Guiding Principles

To achieve our vision, we are committed to:

- Te Tiriti o Waitangi, the founding covenant of Aotearoa New Zealand,
- Equitable health and wellbeing outcomes,
- Provision of high-quality, integrated, and holistic health and wellbeing services,
- Offering a service with no cost at the point of need.

##### Ngā Whaingā Matua – Our Values

###### Rangatiratanga

leadership role modelled at all levels that supports self-determination over one's health and wellbeing

###### Manaakitanga

expressed by extending respect, humility, kindness and honesty

###### Whanaungatanga

created through shared experiences and working together, demonstrated by effective relationships and collaboration

###### Wairuatanga

enhanced by celebrating identity and uniqueness that promotes a culture of holistic wellbeing

#### Turanga Mahi | The Position

**Reports to:** CEO

**Job Status:** Permanent

**Delegated Financial Authority:** As per Budget and DFA Policy

**Department/Team:** Executive

**Reports:** 5 direct reports, 10 - 15 indirect reports

**Last updated:** March 2026

##### Position Purpose

The purpose of the Pou Tāhuhu o Te Whare Āwhina: Mental Health and Community Services Manager role is to ensure the effective delivery of high-quality, culturally responsive, holistic, whānau-centred care that ensures patients and clients are supported in the right place, at the right time, and by the right health or social services professional to best meet their needs.

The position leads the operational management and overall coordination of the Te Whare Āwhina: Mental Health and Community Services team, ensuring all aspects of patient care and service delivery are safe, consistent, and aligned with Hauora Hokianga's vision, values, and strategic plan. Through strong leadership, collaboration, and a commitment to continuous improvement, the role supports positive health journeys and meaningful outcomes for patients, whānau, and the wider community.

Our Te Whare Āwhina team offer a suite of integrated services with a strong emphasis on kaupapa Māori models of care, enabling a wrap-around approach from brief intervention support through to longer term support and care.

#### Kawenga Tikanga | Key Accountabilities

Key Result Area	Accountabilities
Referral Management and Clinical Triage	<ul style="list-style-type: none"> <li>• Ensure robust systems and processes are in place for the timely, safe, and holistic management of referrals and service requests, including consistent end to end triage practices that allocate patients to the right clinician, at the right time, with the right skills and resources.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure a critical response intervention plan is in place and followed, including requests for support after hours.</li> <li>• Work closely with the Mental Health Nurse Practitioner / Team Leader to ensure: <ul style="list-style-type: none"> <li>○ Appropriate leadership, oversight, and quality assurance for clinical triage and preliminary care planning, ensuring staff gather appropriate information, engage relevant stakeholders, and coordinate internal and external services to maintain clear, forward moving care pathways.</li> <li>○ High standards of clinical documentation and information management, including accurate triage outcomes, progress notes, and records that support visibility of the patient journey and timely access to information across the system.</li> </ul> </li> </ul>
<b>Service Delivery &amp; Operational Leadership</b>	<ul style="list-style-type: none"> <li>• Ensure the smooth and effective day to day operation of all service delivery activities.</li> <li>• Develop an annual service plan that supports achievement of Hauora Hokianga’s strategic objectives.</li> <li>• Ensure Mental Health and Community Services programmes are effectively coordinated, delivered to a high standard, and responsive to the needs of individuals and their whānau.</li> <li>• Ensure services and programmes are evidence based, aligned with best practice guidelines, and responsive to community needs.</li> <li>• Maintain an up to date understanding of the health sector environment, including funding, regulatory, and business conditions.</li> <li>• Apply data and performance information to monitor service delivery, identify trends, and drive service improvement.</li> <li>• Identify operational risks and ensure appropriate mitigation strategies are in place.</li> <li>• Meet all internal and external reporting requirements within agreed timeframes and formats.</li> <li>• Maintain oversight of contractual milestones and ensure statistical and performance reporting is accurate and timely.</li> </ul>
<b>Clinical Leadership &amp; Professional Standards</b>	<ul style="list-style-type: none"> <li>• Ensure expert clinical leadership, guidance, and support is available for staff managing complex clinical issues.</li> <li>• Champion a patient centred and whānau centred approach to care across all services.</li> <li>• Ensure the workforce is fit for purpose, with the skills, knowledge, and competencies required for safe and effective practice.</li> <li>• Ensure high standards of clinical care are maintained through professional leadership, advice, and oversight.</li> <li>• Foster a culture of continuous professional development and clinical excellence with staff confidently operating at the top of their scope.</li> <li>• Lead and support research, audit, and quality initiatives, ensuring findings are translated into improved clinical practice.</li> </ul>
<b>People Leadership &amp; Team Development</b>	<ul style="list-style-type: none"> <li>• Lead, coach, and inspire staff to achieve high levels of engagement, performance, and professional satisfaction.</li> <li>• Build and maintain a positive, respectful, and professional workplace culture.</li> <li>• Promote teamwork, accountability, productivity, and personal responsibility across the service.</li> <li>• Establish clear expectations, accountabilities, and performance standards for direct reports.</li> <li>• Address performance concerns promptly and support staff with appropriate development plans.</li> <li>• Ensure regular communication with staff and managers to keep teams informed of key issues and changes.</li> <li>• Lead recruitment, onboarding, and induction processes that strengthen team capability and capacity.</li> <li>• Ensure accurate and timely completion of timesheets, with proactive oversight of leave balances and forward planning to maintain safe, sustainable service coverage.</li> </ul>

<b>Planning &amp; Financial Management</b>	<ul style="list-style-type: none"> <li>• Contribute to annual budgeting and service planning processes aligned with organisational strategy.</li> <li>• Monitor and manage service budgets to achieve financial targets, using data to inform decisions.</li> <li>• Identify opportunities for service development, innovation, and business growth.</li> <li>• Contribute to contract review, negotiation, and management to support sustainable service delivery.</li> <li>• Ensure day to day financial processes are completed accurately and in a timely manner.</li> <li>• Manage financial approvals and expenditure in line with organisational policies and delegated authority.</li> </ul>
<b>Stakeholder Engagement &amp; Collaboration</b>	<ul style="list-style-type: none"> <li>• Build and maintain strong, effective relationships with internal and external stakeholders.</li> <li>• Work collaboratively with the Executive Leadership Team to deliver Hauora Hokianga's vision and strategic goals.</li> <li>• Foster collaboration across clinical, administrative, and community groups.</li> <li>• Maintain external networks to support strategic relationships and awareness of leading practice.</li> </ul>
<b>Quality, Continuous Improvement &amp; Compliance</b>	<ul style="list-style-type: none"> <li>• Promote and embed a culture of continuous improvement across all services.</li> <li>• Ensure compliance with organisational quality assurance systems, governance policies, and external regulatory requirements.</li> <li>• Actively contribute to Continuous Quality Improvement activities across Hauora Hokianga.</li> <li>• Ensure systems are in place to demonstrate team engagement with quality standards and best practice guidelines.</li> <li>• Ensure audit and certification outcomes demonstrate compliance with legislative and quality requirements.</li> <li>• Ensure issues are addressed and resolved within agreed timeframes.</li> </ul>
<b>Health, Safety &amp; Emergency Management</b>	<ul style="list-style-type: none"> <li>• Demonstrate commitment to health, safety, and wellbeing initiatives.</li> <li>• Ensure personal and team compliance with all safety policies, procedures, and reporting requirements.</li> <li>• Ensure incidents, accidents, and near misses are reported promptly and corrective actions are implemented.</li> <li>• Communicate safety related changes or corrective actions to the team in a timely manner.</li> <li>• Participate in health and safety consultation and engagement activities.</li> <li>• Support emergency management readiness, including development and implementation of emergency and incident response plans.</li> </ul>
<b>Te Tiriti o Waitangi &amp; Equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate commitment to the principles of Te Tiriti o Waitangi in all aspects of service leadership.</li> <li>• Ensure Māori and Pacific voices, needs, and aspirations are reflected in planning and service delivery.</li> <li>• Promote equitable access to services and ensure care is delivered without discrimination on the basis of race, culture, religion, health status, sexual orientation, or age.</li> </ul>

## Kawenga Matauranga | Knowledge, Skills and Experience

### Qualifications

- A relevant tertiary qualification and/or recognized qualification(s) in health sector leadership, or
- Equivalent relevant experience coupled with advanced professional development and applied learning
- A postgraduate qualification in health management, public health, leadership, or a related field is highly desirable, or a commitment to working toward one.
- Evidence of ongoing professional development in leadership, quality improvement, or clinical governance.

- Training or certification in quality systems, risk management, or health and safety is an advantage.
- Full Driver's License is required

## Knowledge, Skills and Experience

- Understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Understanding of, or willingness to develop knowledge and engage with Te Ao Māori - Tikanga, Kaupapa, Te Reo and Rongoā
- Demonstrated knowledge and understanding of Māori culture and issues affecting Māori communities and whanau
- 10+ years relevant experience ideally in health and social services, with experience in rural or community-based settings an advantage.
- 5+ years' leadership experience, ideally in a health setting including supporting teams with complex clinical decision making.
- Proven ability to lead and develop multidisciplinary teams, including coaching, performance management, and building a positive workplace culture.
- Demonstrated experience in health service management, including operational oversight, service planning, and delivery against strategic goals.
- Skilled in relationship building and collaboration across clinical, administrative, community, and external stakeholder groups.
- Strong communication skills, with the ability to engage, influence, and convey information clearly to diverse audiences.
- Competence in data analysis, reporting, and using information to inform decision making and drive improvement.
- Experience in quality improvement, audit processes, and implementing best practice standards.
- Ability to manage budgets, monitor financial performance, and contribute to contract management.
- Strong organisational and time management skills, with the ability to manage multiple priorities in a dynamic environment.
- Strong understanding of clinical governance, evidence-based practice, and quality and safety frameworks in a health service environment.
- Understanding of health and safety legislation, emergency management, and organisational risk management.
- Recognises patient rights to be treated as an individual and with equity, including a sound understanding of and respect for the social, cultural and spiritual norms of others.
- Ability to act with sensitivity regarding rights to privacy and confidentiality.

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## Kawenga Whanaungatanga | Relationships

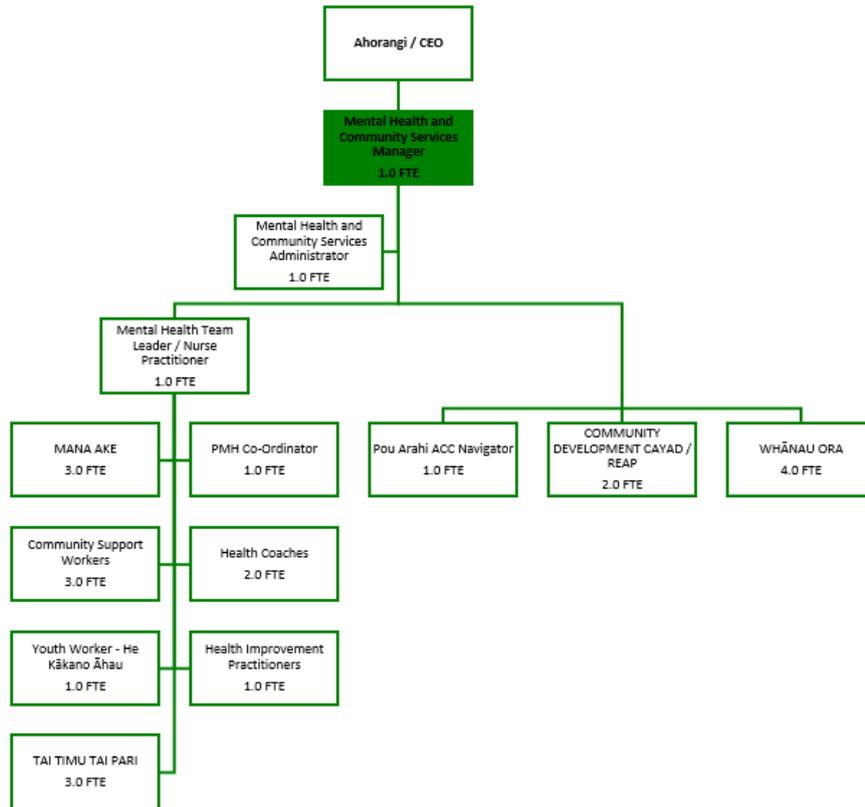
### Key Internal Relationships

- CEO and Executive Team
- Trust Board
- Clinical and Support Staff

### Key External Relationships

- Service users and whānau
- External health providers and funders
- Professional and regulatory bodies
- Auditors and accreditation agencies
- Community organisations, interest groups, advocacy groups

Your place in Hauora Hokianga



**Tuhinga Whakaae | Acknowledgement and Approval**

**Organisational Requirements**

Employees are expected to support the aims and objectives of Hauora Hokianga through:

- Understanding and implementation of Hauora Hokianga’s strategic plan and objectives.
- Being aware of and adhering to Hauora Hokianga’s policies and procedures.
- Participating in quality and continuous improvement.
- Demonstrating a commitment to our organisational shared values.

Key responsibilities and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Knowledge, skills and experience required will be reviewed in line with performance review and development process unless required earlier.

**Employee Signature:**

**Date:**

**Manager Signature:**

**Date:**