



Job Description

Position	General Manager
Reports to	Board Chairperson
Last updated	December 2019

Key Relationships

Internal

Board Chair
Board members
All MIX staff

External

Participants
Government Departments and Agencies
(incl DHB, MSD)
Community organisations
Partner Agencies

Position purpose

The General Manager position exists to:

- ensure the implementation of the strategic direction of the organisation, consistent with the Board's vision and direction.
- ensure sound, sustainable, operations and management of financial and other resources.
- manage the delivery of services in accordance with relevant contracts.

The General Manager has delegated responsibility for the management of the day-to-day operations of the organisation and is expected to carry out these responsibilities in accordance with the policies and procedures established by the Board.

The General Manager has responsibility for ensuring effective, workplace health and safety processes, working in collaboration with the Board to ensure compliance and supporting training and other health and safety processes for all staff and contractors.

The role requires individuals to hold a high level of professionalism at all times to ensure that the participant/s observe positive role modelling.

MIX staff are committed to the principles of the Treaty of Waitangi and cultural sensitivity into all aspects of work. The General Manager requires to maintain an appropriate bicultural and multicultural focus in all activities, and when needed, have communication with both Maori and Pacific mental health services.

The job description does not list in detail every task or activity the post-holder undertakes; it provides a purpose of the role and a general overview of the expected responsibilities and day to day tasks needed to fulfil the role.

Values

All employees of MIX are expected to behave in accordance with our values of seeing all of the individual, working together, creating opportunities and striving for growth and empowerment. This includes being a positive role model to others by demonstrating behaviours that are consistent with these values.

The General Manager is expected to behave in accordance with the values of the organisation and be a positive role model to others by demonstrating behaviours consistent with these values.

Key Accountability Areas

Business Management, Planning and Reporting (40%)

This will be achieved by but not limited to:

- Ensuring the development and implementation of annual operational plans that support achievement of strategic goals and direction
- Ensuring the development and implementation of financial plans and annual budgets that ensure fiscally responsible management of organisational funds, working in conjunction with the Board Chair as necessary
- Monitoring annual budgets and reporting to the Board on progress against these on a regular or ad hoc basis as required, including ensuring early reporting of any issues or possible issues
- Leading the preparation of reporting documents and providing regular reports to the Board on organisational performance, reporting against criteria and objectives as specified by the Board (e.g. regular Board reports, statement of service performance, annual report, annual review, risk and incident reporting)
- Providing regular reports to the Board and to funders as required on performance against contracts
- Leading the development and implementation of health, safety and wellbeing policy and practise to ensure the organisation is compliant with relevant legislation and sector practise
- Making recommendations to the Board for appropriate organisational policy and practise; developing and implementing this as agreed to ensure the organisation meets its statutory obligations and compliance standards (e.g. external audits) and that the organisation operates a “best practise” model in support of its values and objectives
- Identifying and following up on opportunities to grow existing services and/or develop new services in line with agreed strategic goals, and making recommendations for this to the Board
- Ensuring the provision of effective support and infrastructure services for the organisation (e.g. Information and Communication Technology)

Team Leadership (25%)

This will be achieved by but not limited to:

- Developing and leading an organisation culture that enhances the environment for all staff and reflects the mission and values of the organisation, leading to a positive experience for participants, partners and stakeholders
- Building and maintaining a motivated and engaged team with the skills and competencies required for delivery of excellent, high quality services to participants
- Maintaining effective communication with all team members to ensure they are up-to-date and informed with all matters relevant to their work
- Conducting regular coaching and performance appraisals with all team members, and implementing development plans or performance improvement processes, seeking specialist input as required

- Ensuring the provision of appropriate supervision and support for team members, in accordance with sector best practise
- Completing necessary administrative processes related to staff management (e.g. leave approvals)

Service Quality and Contract Management (15%)

This will be achieved by but not limited to:

- Ensuring the development and delivery of high-quality programmes that meet the needs of clients and are aligned to stakeholder expectations, e.g. by maintaining an oversight of programme content development
- Supporting the delivery of programmes as required by managing programme operations as necessary (e.g. developing rosters and timetables for staff and/or vehicle logistics)
- Maintaining an oversight of service quality and implementing changes and improvements as necessary, e.g. by ensuring effective programme review and evaluation, collecting informal review and feedback (e.g. “floor walking”)
- Negotiating amendments, variations or other changes to contracts on behalf of the organisation, seeking guidance from the Board as necessary to ensure relevance and alignment with organisation strategy

Relationship Management (10%)

This will be achieved by but not limited to:

- Building and maintaining a network of local stakeholders and suppliers that contributes to and supports the goals of the organisation
- Liaising with relevant agencies and external organisations to ensure on-going positive relationships and to increase the profile of the organisation
- Representing the organisation at relevant meetings and other events as appropriate to build and maintain positive strategic relationships to benefit the organisation

Business Development (10%)

This will be achieved by but not limited to:

- Developing and leading the implementation of work plans and projects that support the growth and development of the organisation (e.g. marketing activity)
- Identifying opportunities for funding and sponsorship, making recommendations on these and preparing relevant applications as agreed with the Board Chair
- Leading one-off identified projects to support the organisation’s growth and development as requested by the Board Chair

Person Specification

Qualifications

- Tertiary qualification in management, mental health or similar

Skills and Experience

- At least 5 years previous experience in a senior management or General Manager role, ideally in a community based and/or not-for-profit organisation
- Significant proven experience managing contracts and funding relationships
- Proven experience in working constructively and contributing at Board level
- Sound financial management experience

Competencies

Leadership: leads others to achieve organisational goals and high levels of performance; demonstrates in-depth understanding and enthusiasm for the organisation's vision; ensures high standard of performance of self and team; demonstrates a professional leadership style that encourages respect and credibility

Relationship Management: builds and maintains positive relationships with internal and external stakeholders; understands the strategic importance of key relationships and uses effective strategies to develop and maintain these; works positively with people to achieve results even under difficult circumstances

Communication: is an excellent communicator, facilitator and presenter; relates well to a wide variety of people from different backgrounds; adapts communication style to suit the audience; writes well to prepare sound business reports and communication; listens to fully understand and respond accordingly

Judgement and Decision Making: involves others appropriately and effectively; uses sound judgement to assess even complex situations and decide the best response or action; takes responsibility for own decisions

Drive and Energy/Initiative: demonstrates stable and reliable performance under pressure; demonstrates commitment to getting the job done even under difficult circumstances

Planning and Organising: uses sound organisational techniques to ensure deadlines are met and priorities are managed effectively; prepares robust plans that ensure even heavy workloads are achieved

Team Work: genuinely values others input and expertise, and is willing to learn from others; shares own ideas and contributes positively to the team

Client Service: has a strong commitment to enhancing the client experience; demonstrates deep understanding of client expectations and ensures needs are met

Problem Solving: identifies likely causes of a problem and develops a clear action plan to solve the problem; excellent analytical skills; anticipates when a problem may arise and acts to minimise or eliminate the problem; uses initiative to solve new problems and learns from mistakes to create better solutions