

Position Description: Integrated Services Manager

Our Mission, beliefs and vision

We seek to achieve fullness of life for those who are at risk or struggling in the Greater Wellington region. We believe there are no 'bad' people. No matter our behaviour, we are all **unshakeably good**, without exception. Our belief that everyone is unshakeably good is the foundation of our vision: **People and communities experiencing empowerment, transformation, and fullness of life.**

- **Empowerment** is the dignity of choice, giving individuals the autonomy to make decisions and shape their own path.
- **Transformation** is the outcome we seek for all – manuhiri, staff, and volunteers alike – where tūmanako (hope) inspires a belief in the unshakeable goodness of whānau and their capacity to heal and grow.
- Our goal for whānau is **fullness of life** – one that is joy-filled and purposeful, recognising that each person's definition or vision of it is unique.

We achieve our vision through our values of aroha / love, tūmanako / hope, whanaungatanga / kinship, manaakitanga / generosity and the following actions:

- **Dignity and respect:** recognising that every person is unshakeably good, and respect is the way we demonstrate that through aroha (love) and manaakitanga (generosity), creating a community without 'us and them.'
- **Without judgment:** embracing whānau as they are, recognising that everyone has an untold story, and understanding that transformation happens through inclusion and belonging.
- **Courageous wisdom:** making faith-led decisions with the willingness to take risks.

Integrated Services

In 2024 the Mission agreed on an Integrated Service Delivery Framework for Whakamaru and is the cornerstone of how services are shaped, coordinated and delivered.

The approach to service development and integration is reflective; always reviewing, iterating and changing as services mature and needs of manuhiri and the wider community change.

Role details

Group	Community Services	Team	Community Services
Reports to	Director Community Services	Location	Whakamaru

Purpose of the Team:

Community Serviced Team purpose is to provide holistic support for vulnerable whanau experiencing housing instability, crisis situations, or requiring short-term support to build capacity and wellbeing.

Purpose of the role:

Reporting to the Director of Community Services, the Integrated Services Manager provides leadership across the integrated services programme at Whakamaru. This includes fostering relationships across teams, championing collaboration and delivering effective service integration across multiple functions. Central to the role is ensuring communication and coordination is multi-directional, timely and consistent, and that data, analysis and reporting across the programme is delivered.

Accountabilities	Responsibilities
Leadership	<ul style="list-style-type: none">• Demonstrate leadership behaviours, including inspiration, vision, courage and integrity.• Operate from a shared values base and positively role model and demonstrate behaviours and management practices consistent with those values.• Develop a team culture that supports innovation and the wellbeing of colleagues and volunteers.• In conjunction with the Volunteer Manager supervise and mentor the Hosts day-to-day
Agile Collaboration - between and across services	<ul style="list-style-type: none">• Manage workflows across the integrated team.• Provide advice and input into cross-organisation initiatives, maximising opportunities for service integration and development.• Capture and analyse data, research and results to ensure decisions and recommendations are based on a strong evidence base.• Improve the impact and maximise positive opportunities by providing information, analysis and critical thinking in the ongoing iterative design, planning, and implementation of the programme.

	<ul style="list-style-type: none"> • Take a whole of organisation approach in providing creative solutions to systemic and complex problems. • Capture and gather stories showcasing improved outcomes for manuhiri. • Identify issues, risks and/or opportunities impacting in achieving desired outcomes and develop and implement effective responses.
Empowering Environment	<ul style="list-style-type: none"> • Create a supportive environment and team culture: <ul style="list-style-type: none"> • that supports autonomy and in making collective decisions • where curiosity, creativity and innovation can flourish, and the sense of hierarchy diminished • people feel trusted, are highly valued and motivated, including a commitment to the collective. • Support effective communication, coordination and governance across all levels of the programme. • Facilitate ways of working that build a constructive, collaborative environment, encourages different thinking and ideas and promotes and advocates for proactive communications.
Quality improvement	<ul style="list-style-type: none"> • Improve the impact and maximise positive opportunities by providing information, analysis and critical thinking in the ongoing iterative design, planning, and implementation of the programme. • Show curiosity and openness to analysing and integrating complex ideas and solutions to the integrated services programme • Proactively identify new ideas, methods, tools, and technologies to help the team carry out their work. • Develop and manage effective and co-operative relationships across all services, functions and manuhiri. • Ensure there are regular touch points/meetings with the wider integrated team and there is: <ul style="list-style-type: none"> • effective and sustained integration of teams and services • data is shared discussed and applied to effect service delivery.
Managing Risk	<ul style="list-style-type: none"> • Identify issues or risks to achieving outcomes, develop and implement mitigation strategies • Anticipate and escalate issues that might impact adversely on the programme • Ensure there is a well-defined and structured <ul style="list-style-type: none"> • safety and risk assessment process in place for the programme and identified risks have plans in place to ameliorate them • information is available outlining what support and resources are available to assist the teams to perform their roles effectively and safely • online tools to support continued health and safety training.

Skills	<ul style="list-style-type: none"> • Effective and transformative relationship management skills. • Able to leverage off existing and new relationships. • Able to identify opportunities that will achieve common goals and positive outcomes. • Have strong communication, organisational, and problem-solving skills. • Effective listening skills and able to read the room. • Able to build rapport and trust with manuhiri, all staff, senior leaders and volunteers.
Experience	<ul style="list-style-type: none"> • Analysing situations and identifying effective solutions to challenges. • Conflict resolution, mediating and resolving conflicts constructively. • Finding creative solutions to overcome obstacles and ensure service delivery. • Proficient with technology, adapting practice to use technology effectively. • Experience in <ul style="list-style-type: none"> • and/or understanding of case management, particularly in connecting people to appropriate resources and services • working with diverse populations • working in a fast-paced environment.

Relationships

<ul style="list-style-type: none"> • Manuhiri and Whakamaru residents. • The integrated Team: Operational and support functions. • Partners: YellowSeat, GreenSeat, Graig and Gails café and catering, Ora Toa. • The Mission Leadership Team and People Leaders.

Place and hours of work.

The normal place of work is Whakamaru, Oxford Terrace, Mt Cook. The position holder may be required to work elsewhere from time to time according to the needs of WCM. WCM may also vary the normal place of work as long as the variation is reasonable. This is a full time position, the normal hours are 40 hrs per week