



*Valuing, respecting and utilising people's mental health experiences  
Ka wāriu ka whakaute a ka whakapau e ngā wheako mate a hinengaro o ngā tangata*

## Service Manager (Full time)

### JOB DESCRIPTION

#### Overview

Kites Trust is an organisation that values, respects, and utilises people's experiences of mental health. We work to ensure that people who experience mental health crises and/or addiction have equal opportunities to live, work, and participate in the community. Our core belief is that consumer leadership is key to achieving our goal of social inclusion for people who experience mental health distress and/or addiction.

#### Our Values

- **Integrity:** Following our ethical principles  
*Whaia tō mātou whanonga pono tika*
- **Creativity:** Developing new ideas and applying innovative approaches  
*Te whakatipuranga i ngā kaupapa hōu me te whakamahia i ngā ara auaha hoki*
- **Collaboration:** Being cooperative and working well with others  
*Whakaaro ngātahi tetahi ki tetahi*
- **Social Justice:** Acting with respect, fairness, and equality  
*Me mahinga tatou kit e whakaute tika me te ōritetanga i ngā mea katou*
- **Openness:** Being honest, respectful, and courageous  
*Te pononga, te whakaute me te mā*

#### Cultural Responsiveness

Kites Trust is committed to the active promotion of and adherence to Te Tiriti o Waitangi. This is reflected in our Trust Deed and demonstrated through our values and practices of whānaungatanga, manaakitanga, and oritetanga. We seek to improve our responsiveness not by what we say but by what we do. We accept Te Tiriti o Waitangi as the founding document of Aotearoa New Zealand and that it is a constant and unchanging statement of partnership, tino rangatiratanga, and mana motuhake. We recognise Māori as tangata whenua of Aotearoa New Zealand and believe Māori can define their own priorities and develop their own capacity for delivery of services to their communities.

#### Job Purpose

This position leads and manages the service delivery team for the Kites peer support programme, supporting tangata whai ora in acute in-patient psychiatric units at Te Whare Ahuru (Hutt Valley Hospital) and Te Whare O Maitarangi (Wellington Hospital), as well as Youth Peer Support groups in the community. Responsibilities include recruiting, onboarding, and managing Peer Support staff, ensuring service quality, and adhering to best practice, restorative, and trauma-informed management principles.

## **Location/Working arrangement**

We are a hybrid work environment, working between Kites Office, Riddiford House, 94 Riddiford Street Newtown and home. This role does involve site management and hui at Te Whare Ahuru (Hutt Valley Hospital), Te Whare O Maitarangi (Wellington Hospital) and community spaces in Te Whanganui-a tara.

## **Reports to**

Chief Executive

## **Direct Reports**

Peer Support Delivery Team of ten and Youth Peer team of three.

## **Compensation**

\$40 per an hour for 32 hours weekly.

## **Service Manager Priorities**

- Lead and manage the service delivery team for the Kites peer support programme.
- Ensure effective implementation of the programme for tangata Whai Ora in:
- Acute in-patient psychiatric units at Te Whare Ahuru (Hutt Valley Hospital) and Te Whare O Maitarangi (Wellington Hospital).
- Youth Peer Support groups in the community.
- Support the recruitment, onboarding, training and management of Peer Support staff.
- Support and manage a team of Peer Supporters.
- Ensure service quality and adherence to:
- Best practice management principles.
- Restorative and trauma-informed people management principles.

## **Role Profile Specification**

### **Personal Experience**

Kites is proud to promote consumer leadership and encourage and support others to do the same. All members of the Trust Board and people who work for Kites identify as people who have had their own experience of mental distress and/or addiction. Preference is given to people who can bring lived experience of mental health and addiction services to this role.

Kites seeks to increase the social inclusion of people who experience mental distress. Our environment and ways of working suit people who enjoy working in a team as well as being self-motivated and able to undertake tasks alone. Staff need to think laterally, be prepared to take risks, be adaptable, and challenge the status quo.

A large part of our work is to educate and change discriminatory attitudes and behaviours, especially against people who experience mental distress. It is essential that staff align with our organisational values.

We place high importance on mental health and wellbeing and are committed to creating a workplace environment that enables each employee to reach their full potential. Kites will discuss workplace accommodations. We acknowledge the value of having fun at work as well as taking what we do.

## Required Experience and Knowledge

- **Education:** Tertiary education in business management, human resources, mental health, or related field (preferred).
- **Experience:** Proven leadership experience, especially in managing volunteers or teams. Strong business acumen with a track record of managing operations and leading teams.

## Required Skills

- Inspire and motivate a diverse team to achieve results.
- Identify and implement improvement opportunities and strategies.
- Communicate effectively with excellent negotiation, interpersonal, and influence skills.
- Resolve complex challenges with strong problem-solving abilities.
- Apply trauma-informed people management and leadership practices.
- Plan and manage time efficiently, ensuring follow-through on tasks.
- Use Microsoft Suite proficiently (Excel, Word, Outlook, PowerPoint).
- Manage multiple projects simultaneously with strong project management skills.
- Analyse data to make informed decisions.
- Resolve conflicts and manage difficult situations effectively.
- Foster innovation and creativity within the team.

## Required Personal Attributes

- Demonstrate emotional maturity, self-reflection, and accountability.
- Adapt positively to change and take calculated risks.
- Commit to inclusivity and understand diverse communities.
- Align with organisational values and the social model of disability.
- Show empathy and understanding towards staff and service users.
- Show patience, and be an effective coach towards our Peer workforce, especially in new skills, processes, and protecting the safety and wellness of our staff.
- Remain resilient under pressure and adapt to changing circumstances.
- Think strategically and envision the future direction of the service.

## Relationship Management

- Build supportive relationships with Kites staff, CEO, and Trust Board.
- Collaborate with hospital staff, community networks, and peer support organisations.
- Promote Kites programmes and attend funders' meetings.
- Engage with stakeholders to understand their needs and expectations.

## Core Skills and Tasks

- Lead the service delivery team for the Kites peer support programme.
- Implement programmes effectively in psychiatric units and community youth groups.
- Recruit, onboard, and manage Peer Support staff.
- Ensure service quality and adherence to best practices.
- Coach and develop staff, manage conflicts, and conduct performance reviews.
- Follow policies and procedures, assist with audits, and maintain health and safety standards.
- Track and report programme data, manage budgets, and ensure timely submission of reports.
- Engage in professional training and development and contribute to Kites' day-to-day operations.
- Schedule staff and manage leave, HR matters, and deployment.

- Implement continuous improvement initiatives to enhance service delivery.
- Identify and mitigate risks effectively.
- Collect and analyse customer feedback to improve services.
- Develop and manage the service budget, ensuring cost-effectiveness.

### **People Management Key Tasks**

- Develop staff schedules to ensure adequate coverage and service delivery.
- Manage leave requests and ensure proper documentation.
- Handle HR matters including performance issues, and disciplinary actions.
- Oversee staff deployment to various programme locations.
- Conduct regular team meetings to communicate updates and gather feedback.
- Support staff wellbeing through regular check-ins and providing necessary resources.
- Facilitate staff training and professional development opportunities.
- Coach and mentor staff to enhance their skills and performance.
- Participate in and conduct annual performance appraisals.
- Ensure compliance with employment laws and organisational policies.

### **Monitoring, Reporting, Communication, Information Tracking, and Operational Management**

- Communicate clearly and confidently with openness and sensitivity; listen actively.
- Track and record peer support programme data in spreadsheets or management systems.
- Meet funder reporting requirements, ensuring timely submission of progress reports.
- Maintain and track budgets, process expenditures, and reimbursements.
- Record programme expenditures in Xero and process payments and receipts.

### **Professional Training and Development**

- Develop and maintain reflective work practices.
- Regularly review a personal work plan with the Service Manager.
- Take responsibility for work outcomes and identify training opportunities.
- Participate in and conduct annual performance appraisals.

### **General Administration**

- Report statistics and feedback accurately and timely.
- Stay updated with IT requirements and applications.
- Contribute to Kites' operations and development.
- Provide insights on the needs of Tangata Whai Ora to improve service delivery.
- Undertake other administrative duties as needed.