

Position Description: Operations Lead

PSSC Mission
Supporting people through quality care

Family Works New Zealand Mission
We want all children/tamariki to flourish so we work to support them and their families and whanau, and to champion their cause in our communities

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose
To provide professional, high quality administrative/operational support for Family Works to deliver service excellence

Hours of Work: 37.5 hours

Location: This position is based in Timaru at the Family Works sites

Primary Function

- ✦ To provide effective, efficient and timely administration and operational support to ensure the smooth functioning of all Family Works (FW) Services.
- ✦ To provide quality service and support to the FW General Manager and Practice Leader
- ✦ To ensure all FW staff across the region receive clear and timely administrative communications as agreed by FW Leadership Team.
- ✦ To develop and continuously improve our administration systems and processes
- ✦ To provide operational oversight of the Foodbank Service

Accountability	Expected Outcomes/Key Performance Indicators
Coordination and support management of the Administration /Operations Team	<ul style="list-style-type: none"> ✦ Provide leadership /management to the admin/operations team ensuring that they are supported to achieve high standards that are both effective and efficient and comply with policies and procedures and regulations/laws ✦ Ensure that the admin team working with clients and staff is welcoming, respectful, responsive and timely. ✦ To identify strengths and needs of the team and to support staff in their continuing development/team development. ✦ All developments enhance systems for Admin/Operations client base i.e. clients/community and staff ✦ To manage conflict/courageous conversations within the team when and if required. ✦ Manage administration staff performance appraisals and utilize other human resource tools to achieve both team development and organizational goals. ✦ Work in inclusive ways, with clear decision making, consultation and communication with the admin team /all staff.
Provision of Financial support that ensure the effective daily operations	<ul style="list-style-type: none"> ✦ To authorise purchases as delegated, including sign off, coding of project codes & entry into relevant financial spreadsheets ✦ Development and maintain spreadsheets of financial information for set programmes/group programmes, new contracts/grants of financial info as required e.g. IY, SWiS group programmes

	<ul style="list-style-type: none"> ✚ Provision of Incredible Years additional resource budget and actual expenses to MOE twice yearly. ✚ Coordinate & track via spreadsheets funding for specific client relation grants or requests e.g. JR McKenzie Trust, uniform grants ✚ Overall management of petty cash & change systems including audit functions. ✚ Purchasing required capital items as per approved budget in conjunction with Practice Leader /GM ✚ Organise quotes and provision of analysis /recommendations for purchase of items that meet the needs of the overall function of the service. ✚ Checking reimbursements/re coding/project codes /forwarding to Accounts payable ✚ Manage petrol vouchers, and food vouchers (spreadsheets) ✚ Facilitation of information for invoicing re counselling or one-off Fee for Service contracts to Accounts Receivable
Grants/Funding Coordination and tracking	<ul style="list-style-type: none"> ✚ Organizing/Coordinating the development of FW input into funding applications with team leaders /line manager and Fundraising & Marketing Manager on Grant applications ✚ Ensuring grant application evaluation measures are implemented, tracking and reporting on outcomes is reported at FW Leadership Meetings, ✚ Ensuring the tracking of funding accountability timeframes, provision of monthly statistics to Senior Leadership team meetings, completion of returns in conjunction with Team Leaders and Line Manager/GM. ✚ Completion of evaluations reports for grant funding
Operational Oversight of Foodbank	<ul style="list-style-type: none"> ✚ Oversight of the day-to-day management of the foodbank service, staff and volunteers, ✚ Development and review of foodbank systems in conjunction with line manager. ✚ Support new opportunities of donations, suppliers, funding, analysis of supply and demand, best expenditure re food supplies and use of funding, management of storage, food and hygiene standards, ✚ Development and maintenance of storage/disposal of food systems that meet health & safety standards. ✚ Provision of information for funding applications as required by Funding and Marketing. ✚ Recording of funding/donations and expenditure against each funder and balancing grants/expenditure. ✚ Ensuring Line Manager is aware of risks/ short falls of funding that will impact on the foodbank service. ✚ Connection with other foodbanks and funders when appropriate ✚ Completion of grants or donation reporting requirements
Coordination & Support of HR activities	<ul style="list-style-type: none"> ✚ Training and support to Team Leaders completing requirements re Humanforce, weekly reports to ensure staff total hours are correct, error correction, entering timesheets for irregular hours, updating rosters on HF when staff leave/commence. Liaison with PSSC HR re HF requirements. ✚ Support Team Leaders in recruitment, appointment process., arranging interviews, questions, employment documentation for completion, liaising with the PSSC HR team and relevant Line Manager sending forms and documents as required. ✚ Coordination and facilitation of induction/ orientation process and systems of all new staff ✚ Develop, review specific Family Works orientation in conjunction with Practice Leader/Team Leaders ✚ Overseeing training requests for approval, maintaining staff training records and financial spreadsheet. ✚ Responding to staff queries effectively and passing on messages and following up as required, including liaise as required with senior staff or regional Staff, in relation to staff queries

	<ul style="list-style-type: none"> ✚ Overseeing/providing administrative training to staff ✚ Maintain records of approved supervisors, and coordinate the request and receipt of external supervisor's report yearly
<p>Oversight of Client Management (CMS) (Electronic & Paper based systems)</p> <p>In conjunction with Practice Leader</p>	<ul style="list-style-type: none"> ✚ In conjunction with the Practice Leader undertake the management of the FW CMS ~ Paua, including changes, exploration of new developments from the CM Developer. ✚ To undertake the role of Systems Administrator for the CMS system Paua, in setting up all the administration functions, forms, user reporting etc ✚ Development /review of FW CMS – Paua manual in conjunction with Practice Leader. ✚ Training in CMS~ Paua for all new staff, inclusive of changes as required ✚ Management of security/access to CMS – currently Paua, FS net, MOJ – RMS or any other CMS ✚ Member of New Zealand Family Works Paua group. ✚ Management and facilitation of data entry of clients into CMS, including group programmes, ✚ Allocation and sign off of relevant client files in set programmes, and group programmes ✚ Manage entry of Family Start Clients in FS Net, Record Family Start leave in FS Net, facilitate the make-up of Family Start files ✚ Review and development of new electronic filing system, including destruction/archiving systems ✚ Facilitation & oversight of archiving /retrieval of paper-based files & maintain electronic/paper-based filing system in conjunction with Line Manager
<p>Property. Facility & Asset Management</p>	<ul style="list-style-type: none"> ✚ Oversee contractor maintenance and liaise with property supervisor ✚ Key liaison with cleaning contractor to ensure that cleaning and maintenance standards are upheld ✚ Management of Key register ensuring recipients of keys are recorded, all lockable doors/furniture/vehicles is recorded, and duplicate keys are held.
<p>Meetings and events coordination and support</p>	<ul style="list-style-type: none"> ✚ Co-ordinate and organize key events for the FW Leadership Team and FW All Staff meetings ✚ Organizing meetings, preparation of agendas, attending meetings, production and distribution of minutes or action points to a high quality within an appropriate timeframe for agreed meetings, (SF LMG, SWiS governance, FW Team Meetings, Snr Leadership) ✚ Organizing catering and refreshments for meetings and events as appropriate
<p>IT</p>	<ul style="list-style-type: none"> ✚ To use and be skilled in use of HR systems and knowledge e.g. Humanforce HR, Humanforce, ✚ To be highly skilled in use of, Microsoft office suite. SharePoint, Teams, Zoom ✚ Key liaison with IT, ✚ Ensure that when IT issues are urgent for multiple staff that IT tickets are actioned and followed with a phone call as per policy ✚ Assist staff with using computer systems with minor enquiries that they are able to help or ensure that the staff member notifies IT helpdesk. ✚ In conjunction with line manager facilitate/coordinate the development/review of electronic filing systems including access.
<p>Service Contracts/ Reporting and compliance</p>	<ul style="list-style-type: none"> ✚ Review and coordinate contract reporting by due dates in conjunction with Practice Leader/GM, including required forms etc ✚ Ensuring submission of final reports if required. ✚ Development & maintenance of Contracts and reporting dates each year. ✚ Monthly Reporting and analysis of data /client numbers/outcomes to ensure compliance to contracts for FW Senior Leadership team ✚ Completion of Annual Report/National Reporting stats in conjunction with Practice Leader.

	<ul style="list-style-type: none"> ✚ Information for CEO or PSSC Board reports as required ✚ Completion of sub-contracting report to other regions as required e.g. Parenting through separation to PSUSI
Develop and continually improve office operations/administration systems, processes	<ul style="list-style-type: none"> ✚ Uses initiative to improve organization, planning and day to day operations ✚ Regularly reviews the current systems and processes, identifies areas for improvement and potential solutions, in consultation with Practice leader and when appropriate other stakeholders ✚ Ensures that all changes benefit the main client base of operations, clients and staff ✚ Develop and implement new processes and procedures for new services in conjunction with Team Leader and Practice Leader ✚ Implement and maintain quality control procedures and protocols. ✚ Manage and facilitate the completion of Privacy Audit, Health & Safety, Six monthly Evaluations adult & children & SWiS for CQI
Coordination/facilitation of the development and review of Policy /Manuals/ Resources meet required timeframes (in conjunction with Practice & Team Leaders)	<ul style="list-style-type: none"> ✚ Coordinate and facilitate the development of new Family & Community Services policy and admin/programme manuals to being ready for sign off ✚ Coordinate and assist with Review of Family & Community Services polices/manuals within required timeframes. ✚ Ensure Administrative team Desk files/Admin manuals are kept up to date and reviewed ✚ Ensure that all resources/manuals/publications that Admin/Operations team provide are of high standard. ✚ Manage document control and review of all FW policies, manuals and publications
Audit /Compliance	<ul style="list-style-type: none"> ✚ Work with team to be ready for audits, as per timetable, accessing supporting evidence, uploading documents. Maintain accurate records and documentation to demonstrate compliance. ✚ Complete relevant internal audits
Health & Safety Understand and comply with responsibilities under the Health & Safety in Employment Act.	<ul style="list-style-type: none"> ✚ Manages and ensure the admin/operations team follow process to ensure safety of staff within office and home visiting, ✚ Act as a 2nd building warden ✚ Procedures are followed re the safety of any staff and volunteers working under your direction
Effective working relationship	<ul style="list-style-type: none"> ✚ Develops effective relationships across the organization with focus on Family Works team, ✚ Establishes effective relationships external agencies /organizations ✚ Information is shared appropriately, assistance, support, cooperation are regularly offered and provided ✚ Actions and behaviours encourage and supports the team
Personal effectiveness	<ul style="list-style-type: none"> ✚ Highly productive, and well organized to ensure that job outcomes are completed to high standard/on time ✚ Delivers on outcomes promised ✚ Confidentiality is maintained in all situations ✚ Ensures that personal views do not impact on the ability to carry out functions of the role effectively ✚ Professional presentation and punctuality required
Other duties	<ul style="list-style-type: none"> ✚ Undertake other duties and special projects as requested and agreed upon with their line manager/GM ✚

Relationships

Reports to: Practice Leader	Direct Reports: <ul style="list-style-type: none"> ✚ Reception/Administrator ✚ Foodbank Coordinator /Volunteers
Internal Relationship: Family Works General Manager, Practice Leader, Team Leaders, all staff, PSSC Corporate team	External Relationships: Clients, Government Funders, Grant funders/donations, other agencies

Expectations of all Family Works Employees

Communication/Interpersonal relationship	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained • Works efficiently and effectively with all team members for the benefit of the client • Attends and contributes constructively to Family Works Team meetings and Family Works Management team. • Proactive in managing team relationships and manages conflict and in a positive and constructive way. • Verbal and written communication is at a high standard, relevant and appropriate to the audience
Te Tiriti o Waitangi/The Treaty of Waitangi	<ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi – Partnership, Participation and Protection
Health & Safety <i>PSSC is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities</i>	<ul style="list-style-type: none"> • Take all practicable steps to ensure your own safety and the safety of clients/others • Actively supports and complies with H&S policy and procedures, including active participation in identification and hazard management process.

Person Specifications

Qualifications/Skills	<ul style="list-style-type: none"> ✚ The ability to prioritise work, multi-task and follow privacy and confidentiality guidelines are essential. ✚ Fantastic interpersonal skills, including written and verbal communication. ✚ Outstanding attention to detail and take pride in your work, you always take care. ✚ Professional attitude and respects and value for the diversity of people. ✚ The ability to work within a team, and autonomously. ✚ Motivated enough to think ahead what needs done and take initiative. ✚ Able to work well under pressure and be able to jump from one task to another as needed. ✚ Proficiency in Word, Excel (including formulas) and PowerPoint & Office 365 Suite. ✚ Excellent time management. ✚ Reliable and Punctual. ✚ Excellent relationship management skills and confident telephone manner. ✚ Presentation and report writing skills.
Experience/ Knowledge	<ul style="list-style-type: none"> ✚ Experience of servicing or providing secretarial services (including minute taking) for committees, board, management ✚ Experience of dealing with people at different levels of an organisation.

- ✦ Demonstrated interest in social justice.
- ✦ Advanced knowledge and good experience of using Microsoft Office applications.
- ✦ Knowledge or experience of using relational databases.
- ✦ Relevant administration, business or secretarial qualifications and/or relevant experience

Personal Qualities

- ✦ Reliable, flexible and willingness to take on a wide range of tasks.
- ✦ Analytical skills and ability to evaluate information.
- ✦ The ability to problem solve, use initiative and display sound judgement.
- ✦ Strong organisational and time management skills.
- ✦ Process orientated and results focused.
- ✦ Ability to work under pressure and to deadlines.
- ✦ A self-starter, able to take the initiative and work with minimal supervision.
- ✦ Commitment to Presbyterian Support South Canterbury's mission and values.
- ✦ Strong operational analysis, project management and planning skills.

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Working Together:

What we do:

- ✦ We are person centred/strengths based in our work
- ✦ Families that we work with deserve excellent attention, and we strive for that to be the starting point of our work.
- ✦ For each FW practitioner/staff member, knows they make a difference, and they are valued and feel valued because of this.

Our Organisation

- ✦ We are committed to delivering on our direction and values
- ✦ We are responsible and accountable for our actions and behaviours.
- ✦ We are committed to positive, proactive leadership.
- ✦ We are committed that all our team is empowered to succeed, with the orientation and on-going support needed.
- ✦ Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, supervision.

Our Team

- ✦ We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- ✦ Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- ✦ We affirm each person as a valued member of the team by giving each other positive reinforcement.
- ✦ We will be accountable to one another by giving and receiving constructive feedback

***Presbyterian Support South Canterbury is strongly committed to providing services
in the spirit of Te Tiriti o Waitangi***