

POSITION DESCRIPTION

Client Services Manager

Position:	Client Services Manager
Reports to:	General Manager - Operations
Direct Reports:	Team Lead – Adults Team Lead – Tamariki
Significant Relationships:	<i>Internal</i> General Managers Co-leader CSM All Aviva Staff and Volunteers <i>External</i> The Loft Manager Loft Staff Partner Agencies within The Loft Police Courts Ministry of Justice Ministry of Social Development Oranga Tamariki
Hours of Work:	40 hours per week
Base:	The Loft, Eastgate Shopping Centre, Christchurch, with occasional travel to locations in north and mid-Canterbury
Purpose:	To manage the development, delivery, monitoring and quality assurance of a range of client services and to manage and lead client service staff.

Our Vision

A society free from the harms of family and sexual violence.

Our Mission

Support whānau and communities to live free from violence.

Our Values:

Together, we strive to create safe homes for all individuals, whānau and communities, through the principals of aroha, pono and tika.

- **Relationships**
We accept all people and their whakapapa as they are, and where they are on their journey
We honour the principles within Te Tiriti o Waitangi
- **Integrity**
We work to best practice, offering an ethical, transparent and client centred approach

- **Social Justice**

We engage in opportunities for courageous conversations through challenging times.
We take a stand against social injustice

Our Guiding Principles

- As a paramountcy agency, Aviva will always put the needs and wellbeing of children and young people before other considerations, regardless of whether they are our primary client or not
- Overcoming family and sexual violence is possible for everyone
- Social injustice, including gender inequalities, is the principle cause of family and sexual violence and compromises the health, dignity, security, and potential of all New Zealanders
- In order to achieve this, families and communities should be empowered to enable homes to become violence free
- Services should be offered within the context of a family's healthy or potentially healthy relationships, which families should be empowered to strengthen
- People who have overcome the enduring effects of family and sexual violence are uniquely experienced to inspire and encourage those needing support to travel the same path
- The provision of effective services for those who experience or are at risk of experiencing violence is enhanced by the provision of a range of effective services for those who use or are risk of using violence

Based on these principles, Aviva has developed a holistic portfolio of services for the whole family. This includes access to a range of safe accommodation models, specialist family and sexual violence crisis intervention services, individual, group and community education, peer support and microfinance products.

KEY ACCOUNTABILITIES

Service Management and Delivery

- Practice and promote the paramountcy of child safety and wellbeing and assure child safety through clinical management oversight of client services and professional practice
- Liaison with Integrated Safety Response team, including managing requests for Flexi fund and ICM Reports
- Ensure that effective client pathways are implemented and maintained to enable seamless client experience across services, internally and externally
- Manage the capacity of client service teams in order to ensure effective case allocation, resource utilisation and workload management
- Ensure that client assessments, individual client plans (including safety plans) and client self-appraisals (pre, interim and post) are carried out and recorded in accordance with required standards of practice
- Ensure that client files are maintained in accordance with required standards of practice, policies, procedures and statutory regulations and are up to date on our CMS, Recordbase
- Manage individual service contracts and agreements, including accountabilities and reports, in line with the General Manager – Operations requirements
- In partnership with front line staff and administrative staff, develop service level RBA measurements and manage the collection, data entry and analysis of client related data
- Convene and facilitate Case Management and Clinical Management Team meetings in discussion with the General Manager - Operations
- Provide on-call clinical advice to staff responding to the 24/7 support line calls

- Induct, develop and manage the staff responding to the 24/7 support line calls, including rosters
- Ensure that client service teams have access to the materials and resources required for their work and advise the General Manager - Operations accordingly
- Contribute to the development of operational goals and targets for the Annual Business Plan, derived from the Strategic Plan

Leadership

- Work collaboratively in co-leadership structure
- Participate in creating, maintaining and facilitating a culture of reflective practice, teamwork and responsible self-leadership at Aviva and as part of The Loft
- Induct, manage, and provide regular [minimum] monthly supervision to direct reports.
- Build staff capability to provide high quality, effective client services
- Identify and lead future ongoing training opportunities for Family Support Workers
- Oversee and provide professional leadership, advice and support to social work placements.
- Provide an operational environment for staff that is focused on family outcomes and encourages and facilitates reflective practice
- Recruit, induct, develop and manage direct reports alongside the General Managers
- Provide quality improvement and outcomes focused supervision, support and annual performance appraisal
- Provide clinical cover for the General Manager-Operations during annual leave, training and sickness
- Actively contribute to the leadership structures within Aviva in a positive manner
- Provide verbal and written progress reports and others as required by the General Manager – Operations
- Attend and actively contribute to meetings as required by the General Manager - Operations

Relationships

- Contribute to the development and maintenance of a positive organisational culture across Aviva and The Loft
- Induct, manage, and provide regular [minimum] monthly supervision to direct reports.
- Attend and actively participate in regular supervision and performance appraisals
- Actively seek out and participate in professional development opportunities
- With the support of the General Manager - Operations set annual personal performance objectives and key performance indicators
- Participate in Aviva's annual Staff Engagement Survey

Quality Assurance and Development

- Foster a culture of reflective strengths-based practice and continuous quality improvement
- Ensure best practice standards are met or exceeded by regular and consistent service monitoring and reporting and staff supervision and training
- Contribute to the development and implementation of operational audit tools and measures to inform and assure service quality, effectiveness and client satisfaction
- Manage client service teams' preparation for and participation in internal and external audits
- Contribute to and, where appropriate, manage the development, implementation and monitoring of new services
- Propose and contribute to any internal or external research initiatives to inform best practice and service developments

- Identify any important emerging trends concerning client needs and client service practice and inform the General Manager-Operations accordingly
- Ensure client services are delivered in accordance with organisational and legislative requirements, policies, procedures and statutory regulations and advise the General Manager-Operations of any potential associated risks and mitigation strategies

Financial Management

- Operate according to delegated financial authority and approved budget
- Provide data and progress reports to the General Manager – Operations and Fundraising Manager as required for the preparation of funding applications or accountabilities.

Health and Safety

- All workers are individually responsible for Health and Safety practices and will:
 - Be personally responsible for their own and others health and safety at work
 - Promote and participate in health and safety, maintain a safe workplace and ensure that any safety equipment is used correctly at all times
 - Be familiar with health and safety policy and procedures
 - Establish and insist upon safe methods and safe practices at all times
 - Comply, as far as the worker is reasonably able, with any reasonable instruction that is given by Aviva to allow Aviva to comply with the Health and Safety legislation
 - Co-operate with any reasonable policy or procedure of Aviva relating to health or safety at the workplace that has been notified to workers
- All Managers are personally accountable for:
 - The health and safety performance for the work areas for which they are responsible
 - Their continued management competence in health and safety
 - Ensuring that all employees and contractors understand and accept their responsibility to promote a safe and healthy workplace
 - Providing information on health and safety matters to employees

The key accountabilities of the role may change from time to time to enable Aviva to adapt to changes in the internal and external environment.

REQUIRED EXPERIENCE, QUALIFICATIONS AND COMPETENCIES

- Qualified and registered (or working towards registration) Social Worker highly desirable
- Membership of a professional body, preferably ANZASW
- Experience of working with adults, children and young people affected by family violence (min. 2-3 years)
- Leadership experience and the skills to develop engaged and highly effective teams
- Service management experience and the skills to assure delivery in accordance with policies, procedures and statutory regulations
- Demonstrable ability to develop and maintain positive working relationships with internal and external partners and stakeholders
- Excellent facilitation and people management skills
- Alignment with Aviva's core values, strategic principles, service philosophy and a commitment to Te Tiriti o Waitangi
- The successful application is committed to a life free from violence, and is able to demonstrate their understanding of this as guided by Aviva's Violence Free Policy
- Current full driver's license

- Fully vaccinated for Covid-19, or be willing to be vaccinated prior to commencement of the employment or within first month of employment

Key competencies

- **Specialist Understanding:** Demonstrates a strong evidence-based understanding of family violence and related issues, social services and sectors
- **Management:** Able to develop, implement and oversee structures, processes and resources to enable staff to achieve timely individual and team performance objectives
- **Leadership:** Able to articulate Aviva's strategy and vision and positively influence individuals and teams towards this. Able to motivate and inspire others to achieve results and recognise and reward positive performance
- **Creative Thinking:** Able to generate creative and practical ideas and solutions to problems and service opportunities
- **Empowerment:** Empowers self and others by contributing to and maintaining a pro-social working environment in which teams and individuals are encouraged and supported to make decisions
- **Quality Assurance:** Positively contributes to co-creating an outcomes culture through evidence-based practice and service monitoring and evaluation
- **Resilience:** Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective. Motivated to continue, even when things get difficult
- **Influencing:** Experienced in utilizing different strategies to gain the support of stakeholders for an idea or proposal and influence beliefs were relevant
- **Change Advocate:** Proven ability to implement new services. Act as a catalyst for cultural and strategic change; treat change with optimism and as an opportunity for personal, team and organisational learning and growth

AUTHORITY LEVEL

As defined by Aviva's Policies and Delegated Financial, Operational and Staff Authorities.

Authorisation of Job Description

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Authorised by: Gwenda Kendrew, General Manager - Operations

Date: 16 August 2021