

Change for our Change Limited

Position Description and Person Specification

Full-time Position: Contracts Manager

Responsible to: Director / delegated other

Key roles:

- Contract Management
- Team Leadership
- Programme Delivery

Key relationships with:

- All Change for our Children and Smokechange team members
- Pregnancy and child health professionals
- Maori and Pacific Health Providers
- Professionals and agencies using our programmes
- Other smoking cessation providers and agencies
- Participants of programmes
- Business support professionals

A. Position Description

Overall goal: A performing team, effective programmes, supported families and protected children

	Service	Approximate Full-Time Equivalence
Service 1	Contract Management	0.25 FTE
Service 2	Team Leadership	0.25 FTE
Service 3	Programmes	0.5 FTE

OUTPUT 1: Contract Management (0.25 FTE)

Goal: A accountable, efficient and result orientated organisation

Strategy: Systematic processes, clear expectations

Responsibility	Outcome
<p>Licence Responsibilities Goal: Assured benefits to communities from participation in our programmes</p>	<ul style="list-style-type: none"> ▪ Services provided in accordance with service protocols and licence agreements ▪ Consistency with expectations demonstrated in regular audits
<p>Business Responsibilities Goal: An operation</p>	<ul style="list-style-type: none"> ▪ Functioning day to day operations as per company business and administrative systems

administered efficiently and within the law	
Financial Responsibilities Goal: Funds enable outstanding results	<ul style="list-style-type: none"> ▪ Effective and efficient management of the total contract fund for the three assigned contracts and full and timely reporting against agreed budgets <i>Funds enable action; they enable the company to make its difference, support its team members to work to their strengths and resource effectiveness. In managing funds, you manage the social impact of the work.</i>
Reporting Responsibilities Goal: Informed relationships	Be responsible for reporting monthly to the director(s) on the status of services against contract expectations, financial and business health, and the engagement and well-being of the team. Key indicators include: <ul style="list-style-type: none"> ▪ Family services: enrolments, smokefree changes, participant perceptions of value, Maori participation ▪ Midwife education: completed courses, completed case feedback, practice impact data, participants perception of value of education, programme team's perceptions of support received ▪ Safe Start: participation rates in education, impact assessments from activity reports ▪ Business: cash flow, budget exceptions, staffing levels, team well-being, 90 day goals, leadership acceptability, strategic relationships, growth of funding
Management Expectations Goal: Walking the talk of management best practise	<ul style="list-style-type: none"> ▪ Responsibility for being a model of a cutting edge, professional organisation striving for continual improvement and to continue the current processes of self-monitored performance, reflective practice, focus meetings for individuals and team, 'best way' discussions for informing development and systematic enquiry through individual audits (research).

OUTPUT 2: Team leadership (0.25 FTE)

Goal: A fully staffed, supported and performing team.

Strategy: Building warm relationships, clear expectations and supportive environments

Service Description	Service Measure
Plan Prepare and update an annual team plan	<ul style="list-style-type: none"> ▪ Team plan that describes goals, objectives, steps and measures for meeting the priorities of: <ul style="list-style-type: none"> • Effective team communication • Professional team conduct • Ongoing professional development • High performance • A quality (best way) orientation ▪ Team plan developed in consultation with team members and the director and signed off by the Director before April 1st each year.
Monitor Implement team plan and monitor outcomes and processes	<ul style="list-style-type: none"> ▪ Team systems monitored, reviewed and reported on. Established systems include: weekly individual focus meetings, weekly team meetings, monthly quality (best way) meetings, annual performance discussions, annual development discussions, annual salary reviews, performance monitoring and support, recruitment, reporting. All systems
Support Support team performance	<ul style="list-style-type: none"> ▪ Clear and accountable roles, responsibilities, expectations and standards established across the team. ▪ Support plans in place and improvements to individual and team

	<p>performance achieved as appropriate.</p> <ul style="list-style-type: none"> ▪ Full staffing levels maintained (currently 7-8 FTEs)
<p>Report Coordinate team reporting</p>	<ul style="list-style-type: none"> ▪ Individual and team progress against plans reported every 90 days to the Director/delegated other and six-monthly to the Ministry of Health.

Programmes

Overall Programme Goal: Effective and accountable programmes that are leading in their field

OUTPUT 3A: Deliver the Smokechange Family Service programme

Goal: Increased protection from smoking effects for participants and their babies.

Strategy: Deliver the Smokechange Family Service programme according to programme protocols

Service Description	Service Measure
<p>Build and maintain a referral base</p>	<ul style="list-style-type: none"> ▪ Referral support plan implemented for achieving a minimum 600 referrals/year from pregnancy and other professionals and agencies in the Canterbury DHB region. ▪ Special effort made to increase access for Maori, Pacific and low income people. ▪ Plan signed off by the Director before April 1st each year.
<p>Deliver the programme</p>	<ul style="list-style-type: none"> ▪ Minimum enrolment rates (<i>150/FTE</i>) and smokefree outcomes (<i>30% of enrolled participants smokefree >7 days at exit after 6 months</i>) achieved and improved. ▪ Personal case load of a minimum 25 participants/year achieved (<i>to build empathy for team members and a working understanding of the principles of change used in programmes.</i>)
<p>Evaluate the programme</p>	<ul style="list-style-type: none"> ▪ Programme data entered onto databases, analysed to monitor impact, and reported and acted on.
<p>General support</p>	<ul style="list-style-type: none"> ▪ Overall responsibility taken for Smokechange in Canterbury. Participation in activities to support its effective promotion and delivery. ▪ Potential new services developed into established services

OUTPUT 3B: Other Programmes

Goal 1: Competent and effective brief smokefree interventions by midwives and other professionals

Goal 2: Professionals and the community promoting a safe start to life for all babies

Service Description	Service Measure
<p>Learning</p>	<ul style="list-style-type: none"> ▪ Participation in a one year in-house programme of professional development to build competence, efficiency and autonomy in supporting change; this being a mix of on the job individual coaching, group education and self-directed learning. ▪ Participation in the 'programmes team' for cross-learning and support.
<p>Support the Smokechange midwife education programme</p>	<ul style="list-style-type: none"> ▪ Effective delivery of the Smokechange education for midwives and support of its team ▪ A minimum 3 two hour workshops delivered to midwives (<i>to</i>

	<i>develop empathy for the team and understanding of the material).</i>
Support the Safe Start programme	▪ Projects and team members working in the Safe Start programme supported as required
Lead the implementation of new projects	▪ New initiatives implemented as designed.

Quality Requirements

The Employee must:

- Uphold the standards and philosophy of Change for our Children
- Build trustworthy relationships internal and external to Change for our Children
- Be sensitive to the impact on staff of working with people who struggle
- Orientate services and team members to attitudes and practices that reduce inequalities
- Document all reported compliments and complaints relating to services
- Bring to the Director's attention any business opportunity or risk that may be material to the interests of Change for our Children Limited

Reporting Requirements

The Employee will submit written reports every 90 days, and verbal reports as required, on progress with providing this service, and in particular progress against agreed targets and time frames as outlined in the performance measures of this agreement. A reporting template is to be used.

B Person specification

It is essential that the person filling this position displays competence in **organisational management** and **team leadership**. If not currently qualified in facilitating change, the person filling this position must become qualified and be awarded 'Certificate in Health Behaviour Change' (a Change for our Children qualification)

Important values

The right person for this work is someone who will be:

- humble enough to learn
- open enough to change themselves first
- committed enough to see things right through
- passionate enough to strive for lasting change
- warm enough to connect with peoples' hearts
- desperate enough about injustice to help close the gaps
- free enough to be creative
- conforming enough to follow established systems and honour best practice principles
- global enough to care beyond his/her own community,
- and most importantly one who believes in the worth of every person and who will give up on no one.

Essential characteristics

The right person will demonstrate the following attitudes and competencies:

- Principled practice
- Systems based approach
- Leadership and the ability to work as a team
- The ability to provide a motivating learning and practice environment for others
- Initiative and a 'can-do' attitude
- Self-motivation
- Excellent communication skills, especially listening.
- High degree of respect for all people
- Ability to work efficiently, making the best use of available time
- A commitment to social justice
- Ability to embrace diversity and work for cultural safety
- Empathy, care and kindness for pregnant women and others who smoke.
- The ability to accept and use to advantage a changing work and sector environment.
- Ability to reflect critically on team performance and one's own practice and strive for continuing improvement.
- Group facilitation and co-ordination skills