



Practice Lead

Position Description

About Pathways and the Wise Group

Pathways

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. Every year we support around 5000 adults and young people, all around New Zealand, to live their dreams and flourish – from supporting young people to love life, be resilient and feel good about their futures, to providing adults with support around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

Position

Reports to: Business Operations Manager

Location: Auckland / Hamilton /Wellington

Purpose:

1. To provide efficient and effective leadership of programmes designed to assist the organisation to achieve its strategic PPO objectives in relation to both Pathways and to Real, our youth focussed services.
2. To establish and work with organisational systems to help with practice development, learning and improvement processes, establishing models of evidence-based practice and building practice-based evidence.
3. Responding to new business opportunities.
4. Position Pathways and Real practices as rights based, recovery and wellbeing oriented and sector leading.

Relationships (Internal): Business operations unit, Pathways Chief Executive, Pathways executive team, Pathways Leadership Group, Pathways employees, Pathways Board of Directors, Wise Management Services, other members of the Wise Group

Relationships (External): People using services and their families/whanau and support people, DHBs, key Maori organisations and iwi services, Research educational and vocational training institutes, government, community agencies and other key stakeholders.



Inspirational Dream

Transforming mental health and addictions through fostering strong, compassionate, self-supporting communities

June 2017

Spirit
Whatever it takes

Focus
What do you need today?

Greatest Imaginable Challenge

Live, breathe and share trauma informed care



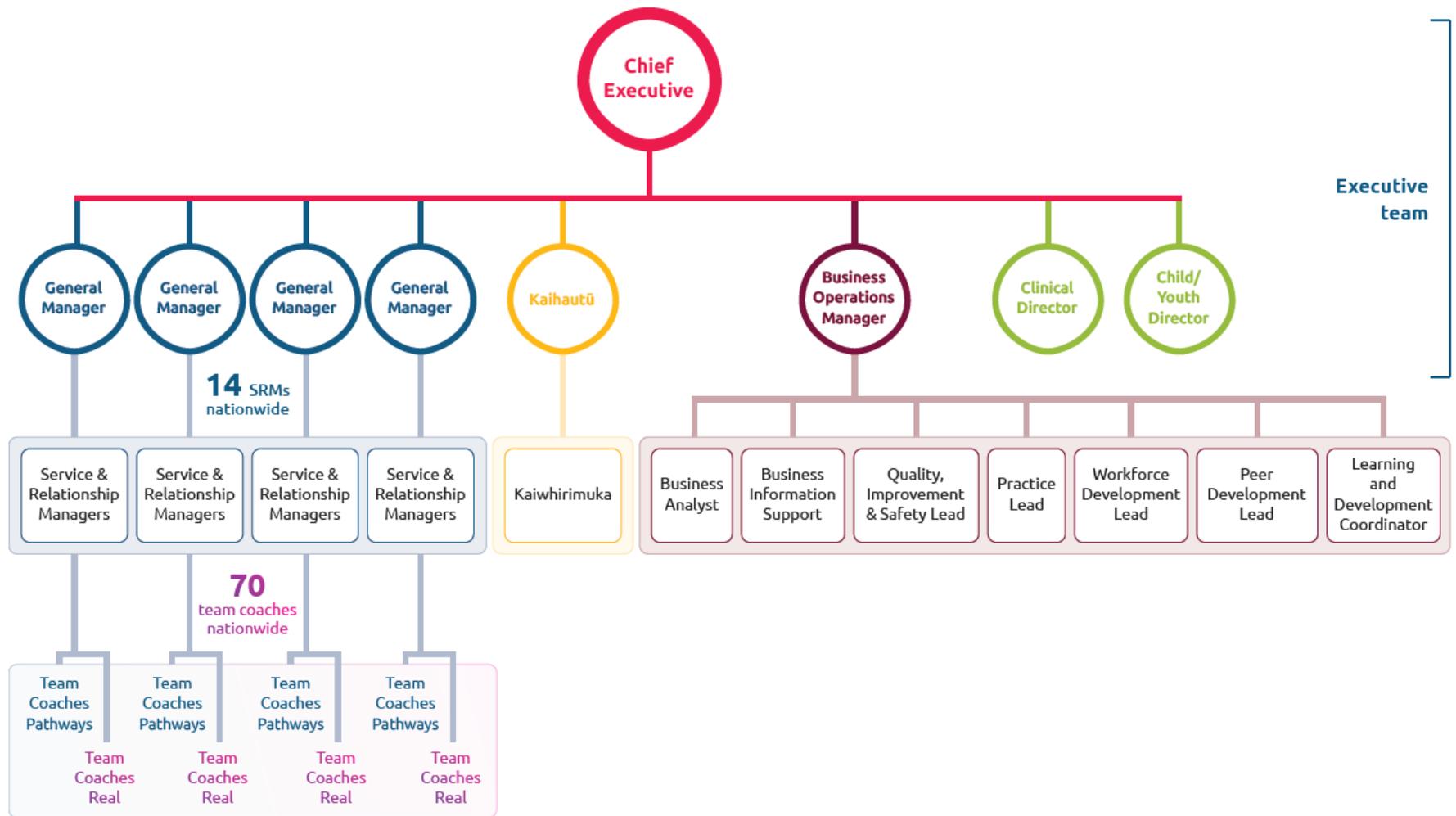
Attributes

Courageous	Curious	Connectors
Trustworthy	Optimistic	Joyful
Compassionate	Creative	Tenacious

Beliefs

- At our heart is helping everyone we support to have somewhere to live, something to do, someone to love and something to hope for
- Mental health and addictions is our priority, total wellbeing is our goal
- Through partnerships and participation we are culturally enriched
- Lived experience enhances who we are and how we can help
- Strong, connected, compassionate communities build resilience
- Whānau, family and friends matter
- Our staff are our greatest asset
- People can heal from trauma
- Stories connect us
- Through diversity, comes strength





Requirements of the position

Focus	Activities	Outcomes
<p><i>Strategic Programme Development and Implementation</i></p>	<ul style="list-style-type: none"> • Lead programme development within the organisation, engaging all key stakeholders in an integrated approach • Participate in the plans to achieve Pathways’ strategic organisational Plan/Purpose • Keep up to date with wellbeing trends and industry best practice to maximise opportunities for Pathways • Advise Business Operations Manager and Chief Executive on strategic issues and trends inherent that relate directly to the business. • Participate in strategic planning and management processes of the Business Operations Unit • Ensure strategic objectives are achieved as defined by legislation, budget commitments and strategic targets. Act as a resource to the CE and Pathways Executive and Pathways Leadership Group providing support, advice and resources in relation to their own services, practices, development and sustainability. • Participate where required with the PLG for strategic and operational planning and subsequent duties as part of the leadership meetings. • Gather, analyse and disseminate on a regular basis information and resources that improve organisational knowledge, understanding and interests in sector best practices. 	<ul style="list-style-type: none"> • Participation in strategic and business planning • Strategic advice contributes to Pathways’ goals and development • Business Operations Manager and CE are aware of strategic issues • Business plan objectives are achieved within agreed timeframes • Budget figures achieved • Approved strategies implemented through comprehensive project planning processes • The Business Operations Unit adds value to the operational practices of the Pathways regions.
<p><i>Project management</i></p>	<ul style="list-style-type: none"> • Project manage Pathways’ programmes as directed by the Business Operations Manager in order to establish new programmes and improve integration and sustainability of current programmes into operational practices. • Bring project management skills to the implementation of change projects within the organisation. 	<ul style="list-style-type: none"> • Operational advice contributes to Pathways goals and development • Business Operations Manager and CE are aware of Pathways operational issues • Programmes and projects successfully scoped, planned, implemented and evaluated.

Upskill others in the effective use of project management methodologies and approaches.

Relationship Management

- Maintain effective relationships with members of Pathways team and wider Wise Group
- Understand the wider environment in which Pathways operates and make linkages to other areas as appropriate
- Assess and instigate development of key relationships
- Ensure strong external stakeholder relationships on any programme

- Key stakeholder relationships are developed and maintained with key agencies.
- New relationships are developed that contribute to the strategic direction of Pathways
- Effective relationships with wider Wise group exist
- Effective relationships contribute to the role achieving identified targets.

Leading learning processes

- Develop an approach to research and development within Pathways.
- Co-ordinate, and where required, conduct evaluative process and practices.
- Gather, analyse and disseminate information that relates to key strategic influences and drivers of Pathways.
- Coordinating projects that arise from different quality systems
- Contribute to the documentation of practice processes and the improvements of such processes.
- Sharing learning from reportable event analysis.
- Supporting Clinical leads group to improve practices.
- Participate in and deliver learning opportunities as they relate to different programmes or practices.

- Pathways has clear and evidenced learning and clinical practice improvement processes.
- An increased culture of curiosity is created.
- Key learnings from reportable events are acted upon throughout the organisation.

Documenting models of care and strategic development

- Ensure a professional standard of documentation and communication

- All communication, both written and verbal is clear, accurate, concise and respectful in manner
- Language used is appropriate for intended recipients of the information
- Reports, project plans, and all related programme documentation is completed to a professional standard and delivered on time.

Provision of other related duties within capability, as assigned by Manager

- Performs other related duties within individual’s capability as assigned by your Manager

- “Can do” attitude - operates as a team player and is willing to perform any task required to support Pathways

Be your very best

- Plan regular uninterrupted times to meet with the Business Operations Manager to review your 90 day plan and seek feedback on performance
- Actively develop personal leadership skills
- Develop a learning and personal development plan with your manager and implement this plan as agreed
- Share knowledge gained from professional development experiences
- Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi.
- Role model a healthy lifestyle

- You are well prepared for any forums and meetings, sharing what’s working and what’s not and bringing solutions for improvement
- Your skills are current and your innate curiosity means that you are always seeking new learning opportunities
- You demonstrate behaviour that is consistent with equitable practices
- Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning

Think and Act as One

- Participate in creating a culture of think and act as one
- Actively participate in and contribute to national leadership forums and regional meetings
- Represent Pathways and the Wise Group in a professional manner at all times
- Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges
- Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards

- The Wise Group based services feel connected to each other’s work and each other
- You are highly regarded for your contribution nationally within the organisation
- The service continually repositions itself to meet perceived future need
- Projects and tasks are completed within agreed timeframes to agreed standards

Be committed to safety and

- Take responsibility for personal wellbeing and health management within the workplace

- Work practices are safe for self and others
- Policies and procedures are understood and followed as designed

wellness in the workplace

- Comply with legal obligations and safety and wellbeing policies and procedures
- Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure
- Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).
- All safety and wellbeing reportable events are accurately reported within specified timeframes

Accountabilities

Authority	<ul style="list-style-type: none"> • Financial – Nil • Operational - Nil
Direct Reports	<ul style="list-style-type: none"> • Nil

Know how

Practical and Technical Knowledge	Essential	Preferred
	<ul style="list-style-type: none"> • Relevant tertiary qualification • Minimum 5 years relevant experience in MHA sector • Project management and evaluation methodologies • Working knowledge of Microsoft Office suite, including Word, PowerPoint, Excel and Power BI • Knowledge of the Treaty of Waitangi articles • Knowledge of Te Ao Maori frameworks and experiences working toward addressing Maori health inequities. 	<ul style="list-style-type: none"> • Work experience in a similar role in the Health Sector • Experience working within the mental health, addiction, disability, public health sector • Project management and programme development • Strategic leadership • Research and Development experience

Experience

- Knowledge and experience in key areas of current influence in MHA including Trauma Informed Care, Community Development, Youth and CEP
- Business case writing and highly competent writing skills
- Extensive knowledge of relevant technology
- Extensive knowledge of relevant legislation and industry standards
- Excellent communication and interpersonal skills
- Ability to present to and engage a wide variety of different people
- Actively communicates outcomes or progress
- Ability to work cross culturally
- Flexibility in working hours and ability to undertake some travel away from home for the purpose of work.