

General manager

Position description

Working together moves mountains

Workwise is a unique employment support agency. We work with people who are facing personal or health challenges and support them to return to or stay in employment.

Workwise has taken a 'whole of person' approach to providing employment services for people. We know having a paid, good quality job brings health and wellbeing, financial security, an increased sense of citizenship and other positive social impacts.

We work in partnership with Ministry of Social Development, District Health Boards, Primary Care, Department of Corrections, Ministry of Pacific Peoples and other NGOs.

Workwise Employment Ltd is a registered company with charitable status and operates in Auckland, Waikato, Bay of Plenty/Rotorua, Taranaki/Whanganui, and Greater Wellington regions.

Responsibilities

You will:

- Lead peak performing teams and IPS employment support services.
- Respond to every person we touch with every resource we have.
- Build and maintain highly engaged services.
- Inspire services to exceed their personal and organisational best.
- Build strong and enduring relations with all stakeholders.
- Meet all contractual requirements and ensure our funders are delighted with our work.
- Be committed to safety and wellness in the workplace.
- Contribute to our reputation for excellence and innovation through delivering high quality service and by seeking opportunities to continuously improve everything we do.

Focus

- Lead a cohesive and motivated service to consistently enable our Workwise teams to work with clients to return to work and/or stay at work.
- Provide effective and creative coaching, support and ongoing development of team leaders and teams.
- Work collaboratively and actively participate with all organisations Workwise are integrated with.
- Monitor and develop current services based on fidelity reviews and other audits
- Contribute to the improvement and development of the business.
- Act in a culturally safe and respectful manner by being mindful of the culturally diverse nature of the workplace and community.
- Develop an understanding of the business, the service provided and how to best add value.
- Be a safety champion by modelling behaviours and actions that keep you and other safe.
- Your wellbeing practices are reflected through your balanced attitude that keeps you performing at your best.

Key Performance Indicators

- Contribute strategically to the direction of the organisation as well as overseeing and maintaining the provider relationships.
- Provide support and management to team leaders.
- Build wide and effective networks of contacts inside and outside of the organisation.
- Represent the organisation and promote Workwise's strategic aims in external settings.
- Manage operational roll outs and management of services.
- Identify and organise resources needed to accomplish tasks.
- Develop an understanding of the business, the service provided and how best to add value to the business.
- Support, monitor and analyse delivery and reporting to external contracts and targets.
- Follow Workwise policies and processes.

Attributes

Leader

Encourage, energise and motivate the team to accomplish tasks effectively.

Positive

Adopt a positive "whatever it takes" attitude to establish good relationships both inside and outside of the organisation.

Confident

Champion team and stakeholder collaboration to achieve goals.

Purposeful

Inspire the team with energy, enthusiasm and motivation to take action.

Creative

Coach and build team to create harmony and cooperation.

Instil Hope!

Requirements

- Proven experience in leadership or management role.
- Exceptional relationship building and communication skills.
- Innovative and problem-solving thinking.
- A focus on responsiveness, relationships and results.
- Familiarity with Social Service funding.
- Working knowledge in the social sector.
- Strong administrative skills and relevant experience including knowledge of MS Office suite.
- Relevant professional or academic qualification.
- Excellent written and verbal communication skills.
- Excellent time management and organisational skills.
- Full driver's license desirable.