

STATEMENT OF ACCOUNTABILITY

Service Manager

TEAM

ROLE TITLE

Service Manager

REPORTS TO

General Manager

BUDGET

This role has budgetary responsibilities

PEOPLE

This role has people management responsibilities

OUR CULTURE

At our DHB, we are committed to honouring the Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

OUR TEAM ACCOUNTABILITY

As a Service Manager, this role shares accountability with the Christchurch Campus Operational Leadership Team for:

- Leading and engaging within services, the wider organisation, and Our Health System and key stakeholders to build trust, common understanding and shared ownership.
- Delivering the purpose and strategy for assigned portfolios in the context of Our Health System as it relates to the services that we are trying to deliver.
- Developing, contributing to and aligning system-wide direction and plans, establishing clear priorities, and supporting parts of the system to understand and deliver on the accountabilities they share.
- Building people capability to deliver our direction and plans, while also building process capability to do so effectively and efficiently.
- Communicating in such a way that that across teams, the DHB and Our Health System, our people remain aligned with and informed about plans, priorities and progress.

This shared accountability will be exercised in support of the organisation's vision to be a fully integrated healthcare system.

MY ROLE RESPONSIBILITY

The Service Manager is responsible for managing the operational delivery for an assigned portfolio of services to support and enable the strategy of the Directorate.

Specifically, the role is responsible for:

- Providing advice and assistance to support leaders within the service to manage their people and deliver on operational management requirements
- Championing the desired culture and ways of working within the service by setting a clear vision and leading activities to achieve the vision

- Managing service quality and risk activities, including reporting requirements, and the maintenance of business continuity and resiliency plans.
- Advocating for the provision of a quality experience for patients and their whanau.
- Applying financial rigour to the management of service budgets, planning requirements and business cases for capital expenditure or workforce allocations
- Driving activities to deliver continuous improvement in systems, processes and information management to support effective models of care and efficient business management
- Leading delivery of projects identified within the service and programmes of work in support of organisational outcomes
- Contributing to Directorate outcomes, operations and strategy development

The Service Manager participates in an on-call roster to provide availability of management services 24x7.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads Leaders focus. A person with this leadership focus is someone that has direct line management responsibilities for other leaders. Their core focus is to build and connect teams as well as grow and develop strong effective leaders.

- **Cultural Responsiveness** – works proactively with Māori to uphold the principles of the Te Tiriti o Waitangi and implements the DHB's vision of ensuring equitable outcomes for Maori.
- **Enhancing People Performance** - Improve performance and bring out the best in people; to deliver high quality results for patients.
- **Enhancing Team Performance** - Build cohesive and high performing teams; to deliver collective results that are more than the sum of individual efforts.
- **Achieving Through Others** - Effectively delegate and maintain oversight of work responsibilities; to leverage the capability of people to deliver outcomes for the people we care for.
- **Identifying and Developing Talent** - Encourage and support diversity and build the people capability required to deliver outcomes.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.

Qualifications, experience, knowledge and skills:

- A tertiary-level qualification in a healthcare or business management field
- Experience in the healthcare sector with a working understanding of services accreditation, credentialing and quality standards frameworks
- At least 5 years management and leadership experience
- Project and contract management experience and qualifications
- Demonstrated business and financial acumen including operationalising strategy and preparing business cases
- Exceptional abilities to build relationships, influence and persuade at a senior level

MY RELATIONSHIPS TO NURTURE

Internal

- General and Operations Managers
- Clinical leaders

External

- Primary healthcare organisations
- Private healthcare providers

- Administration leaders
- Service team members
- Service Manager colleagues
- Planning & Funding
- Information Technology
- People & Capability
- Quality & Patient Safety
- Finance
- Contractors and vendors
- Patients and their whanau
- Government health providers across Aotearoa
- Union representatives

OUR WELLBEING, HEALTH AND SAFETY

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's important to look after yourself to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

MY CLINICAL CAPABILITIES

Not applicable