## wellelderlogo



**MANAGER**

**JOB DESCRIPTION**

The Manager is responsible to the Board for implementing WellElder’s objectives as a specialist counselling agency for older people.

The Manager leads a small team based in WellElder’s office and maintains strong and effective communications with several counsellors working in different locations in Wellington, Porirua and Kapiti, including people’s homes.

**The focus for the whole team is:**

**Provision of counselling services**

* Ensure older clients are well-served in accordance with professional and ethical counselling standards as provided for by the NZ Association of Counsellors.
* Maintain timely and effective services to clients.
* Initiate new programmes and services, such as group sessions, for the benefit of clients.
* Review services and programmes annually.

**The Manager is solely responsible for:**

**Organisational management**

* Advise, support and report to the Board.
* Develop and implement an annual plan and operational policy.
* Prepare the budget and manage expenditure.
* Appoint staff, counsellors and volunteers.
* Ensure the effective day to day operations of the organisation including managing the office.
* Respond to client and referrer feedback, including suggestions and complaints.
* Plan and execute new developments.

**Funding and fundraising to ensure financial sustainability**

* Negotiate and manage contracts, for example with the District Health Board (DHB).
* Apply for and report on grants and contracts.
* Notify the Board of any potential financial risk and suggested mitigation.
* In consultation with the Board develop and gradually implement an appropriate fundraising strategy.
* Broaden WellElder’s sources of finance.

**Responsibilities shared with other team members:**

**Promotion and networking**

* Manage and develop WellElder’s external relationships, including with funders and referrers.
* Promote WellElder’s service and expertise to potential referrers, users and to media.
* Talk to professional, community and service groups about WellElder’s services and wellbeing and counselling for older people.
* Manage preparation, printing and distribution of information sheets and newsletters.
* Ensure WellElder’s website is maintained and updated.

**Back-up for Client Manager/Administrator**

* Make appointments and coordinate with counsellors, including postponements and follow ups.
* Facilitate counsellor house calls.
* Maintain database records.
* Check monthly counsellor claims.

**EXPECTED OUTCOMES**

* WellElder has a strong reputation and high profile as the lead organisation offering counselling services to older people and is sought out for advice and information relevant to its services in Wellington, Porirua and Kapiti
* The organisation remains financially sound and complies with necessary legislative requirements.
* The financial status is transparent and accountable and well communicated to the Board.
* The Board is supported in its strategic role and board members are kept well informed in order to effectively undertake their roles.
* Funders are appreciative of WellElder work and support the service provided.

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| RESPONSIBLE TO | Board Chairperson |
| REPORTS | Clinical Leader  Administrator/Client Manager  Counsellors (for HR issues)  Volunteers |
| OTHER RELATIONSHIPS | Board members  Funders and stakeholders  Clients and potential clients  Referrers  Other Riddiford House tenants |
| HOURS OF WORK | 17 hours per week  Timing of hours in consultation with Administrator/ Client Manager to have reasonable office coverage. |
| LOCATION: | Riddiford House, 94 Riddiford Street, Newtown, Wellington. |

**WORK EXPERIENCE**

* Not for Profit and/or health or social sector management experience.
* Experience working directly to a Board.
* Experience making funding applications and reporting to funders and other stakeholders.
* Experience working with people from different backgrounds.

**PERSONAL ATTRIBUTES AND SKILLS**

* Ability to relate sensitively and appropriately to people over 60.
* Collaborative leadership style.
* Strong networking skills.
* Ability to maintain strict confidentiality.
* Able to think systemically and strategically.
* Committed to WellElder’s values and goals, Te Tiriti O Waitangi and working in a culturally appropriate manner.
* Computer capable: competent in Word, Excel, Access, email, internet, and website management.

June 2019