

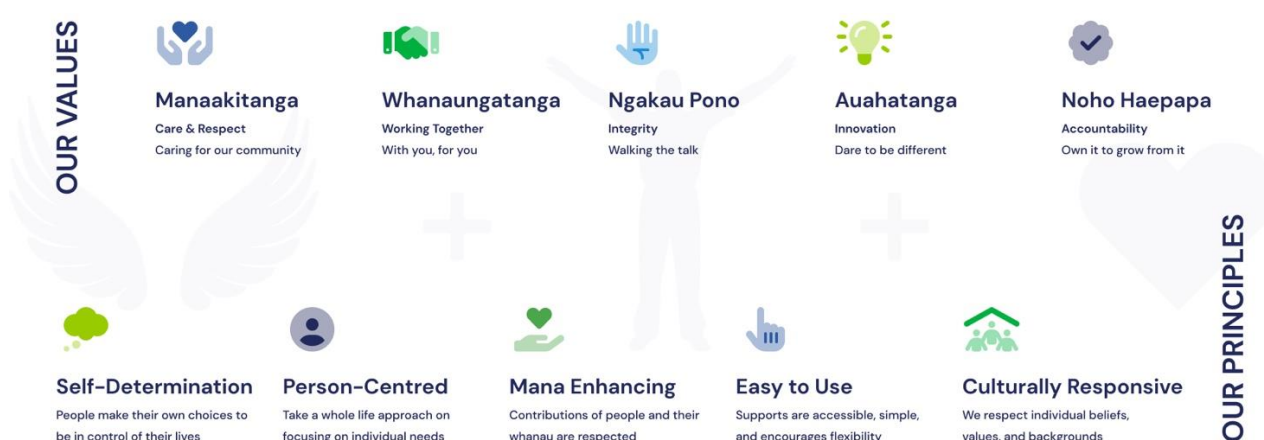
<b>Job Title</b>	<b>General Manager – Home and Community Services</b>
<b>Reports To</b>	Chief Operating Officer
<b>Division</b>	Home and Community
<b>Location</b>	Head office based In Christchurch, however travel across sites will be required
<b>Direct Reports</b>	Clinical Nurse Managers, Service Managers

## OUR ORGANISATION

At Phoenix Healthcare, we don't take health for granted. We strive to provide the very best healthcare to improve your quality of life and optimise the everyday health of our community.

Working together for better health outcomes, we're proud to offer a range of accessible healthcare services from general practice to home-based care and workplace health services to support the health and wellbeing of you and your family/whānau at home, at work and throughout your life.

## IMPROVING LIVES TOGETHER – TE WHAKAPAI I TE ORA TAHI



## POSITION PURPOSE

The General Manager is primarily responsible for ensuring excellent business performance and growth across the Home and Community division.

Key focus areas include:

- Excellence in operational service performance
- Consumer growth and national expansion of service
- Client and stakeholder engagement
- Developing and leading high performing, integrated clinical and non-clinical teams
- Ensuring effective budgetary management including developing, delivering and managing budgets



This role is a senior leadership role within the organisation, pivotal in ensuring that Phoenix Healthcare provides service excellence to clients living with disabilities in the community and delivers on strategic aims.

## KEY RESPONSIBILITIES

### Operational excellence

- Oversee business operations across various locations, with a focus on client retention and employee engagement.
- Collaborate with team leaders and/or direct reports to optimise clinician utilisation through regular performance analysis and targeted improvements to enhance overall productivity.
- Ensure daily operations are aligned with organisational policies and run efficiently.
- Play a key role in maintaining the organisation's leadership within its industry by working cross-functionally to support core business initiatives.
- Achieve financial targets and performance objectives within your division.
- Provide clear, timely, and accurate management reports against the approved Business Plan.
- Act as a representative of the company in all dealings with external stakeholders and internal team members.
- Ensure contract compliance across the division as well as necessary reporting to funders and client contract holders as required
- Uphold and champion the organisation's values and behavioural standards.
- As a leader, you are expected to:
  - Manage your team in accordance with the organisation's Code of Conduct, policies, and standard procedures.
  - Demonstrate and reinforce expected behaviours and integrity as outlined in internal policies, offering guidance and training as needed. Communicate business priorities and decisions effectively, especially during challenging times, while fostering a supportive and safe team environment.
  - Positively represent Phoenix Healthcare in all staff interactions, and clearly communicate any policy updates, organisational initiatives, or procedural changes in alignment with company values.
  - Take full accountability for the quality of work, decisions, and development of your team to ensure successful delivery of business plan objectives.
  - Respond promptly to any areas of operational underperformance, ensuring alignment with key performance indicators, industry standards, and commercial goals.

### Stakeholder engagement

- Track client satisfaction levels and use feedback insights to pinpoint and implement opportunities for service improvement.
- Manage client complaints promptly and effectively, following established procedures to reduce risk and ensure appropriate resolution.
- Provide team members with training and skill development as needed to support performance and service quality.
- Build and sustain strong client relationships through direct engagement and the application of effective negotiation and communication strategies.
- Oversee the performance of external service providers to ensure they meet client expectations and handle complaints in a timely and appropriate manner.
- Identify key stakeholders—including cultural leaders and community representatives—and develop tailored engagement strategies to incorporate consumer perspectives into service design and delivery.



## Business development and planning

- Collaborate closely with the executive team, senior leaders, and support services to roll out strategic initiatives that improve service delivery for clients in the home and community care sector.
- Partner with the Chief Operating Officer to proactively pursue and secure major new business opportunities that align with the organisation's long-term growth objectives.
- Implement approved business development strategies and track performance against agreed goals and key metrics.
- Build and nurture strong, trust-based relationships with funding bodies and key stakeholders, ensuring we remain responsive to their needs and expectations for service delivery.
- Proactively connect with local, regional, and national funding partners to strengthen our position in existing contracts and actively pursue extensions or renewals as opportunities arise.

## Safety and compliance

- Meet established service delivery standards, maintain high data accuracy, and achieve key quality performance indicators for the home and community care division.
- Oversee service quality and risk metrics to ensure consistent performance and ongoing compliance.
- Collaborate with both internal and external auditors to support and embed continuous improvement across services.
- Integrate quality of care and overall wellbeing into the heart of service delivery.
- Manage the end-to-end process for complaints, incidents, and adverse events, ensuring resolution aligns with organisational procedures.
- Adhere to all company policies, procedures, and operational guidelines.
- Conduct yourself in alignment with the organisation's values and expected standards of behaviour.
- Foster and support an inclusive workplace that respects and celebrates cultural diversity.
- Encourage and participate in initiatives aimed at creating a healthy, safe work environment for employees, clients, contractors, and visitors.
- Ensure full compliance with workplace health and safety protocols, including hazard identification, incident reporting and investigation, staff induction, and contractor/visitor management.
- Identify and manage significant risks within your area, taking action to minimise or eliminate them.
- Stay informed of, and comply with, all employment laws and health and safety regulations relevant to your role.
- Confirm that your team understands and follows emergency procedures specific to your division.
- Lead by example and support your team in promoting a strong health and safety culture to protect both staff and service users.
- Carry out additional tasks as required by your manager, provided they align with your skills and capabilities.



## Financial management

- ñ Take full accountability for the financial outcomes of your area, including the creation, execution, and oversight of budgets in collaboration with operational, clinical, and finance teams.
- ñ Achieve or surpass annual targets related to profit and return on investment.
- ñ Follow established procurement guidelines to ensure cost-effective purchasing and value optimisation.
- ñ Consistently seek opportunities to enhance the financial efficiency and performance of your division.
- ñ Guide and mentor direct reports to strengthen their skills in effective budget management.
- ñ Be responsible for reporting as necessary to funders and contract holders

## KEY RELATIONSHIPS

<b>Internal</b>	Phoenix Healthcare staff, Executive team and Board, Service Delivery clinical and non-clinical colleagues; Rostering teams, enabling service teams (HR, Finance, Marketing & Communications, Quality etc.
<b>External</b>	Ministry of Health (MoH), Department of Corrections, Justice Department, Accident Compensation Corporation (ACC), Needs Assessment and Service Coordinators (NASCs), Te Whatu Ora/ Health NZ and other government and non-government funding agencies and disability advocates; Suppliers; Unions; and Industry bodies

## QUALIFICATIONS & EXPERIENCE

- ñ Regional or national experience in a service delivery or operations role, preferably within the health/disability or community services sectors
- ñ Sound commercial acumen, with an ability to balance this with the people requirements of the role
- ñ Experience creating, leading, and motivating high-performing large teams
- ñ A passion and expertise for working collaboratively and developing leadership skills in others
- ñ Excellent interpersonal, communication and influencing skills with the ability to communicate with a culturally diverse range of people
- ñ A love of problem solving combined with resilience to cope with the unexpected or difficult whilst maintaining focus and composure
- ñ Excellent planning and organisational skills, along with project management experience
- ñ Strong execution capability and demonstrable track record of delivering high level objectives
- ñ Sound judgement and a high level of integrity
- ñ Demonstrable understanding and commitment to Te Tiriti o Waitangi
- ñ Strong all round ability with exceptional standard of professionalism and well developed emotional intelligence skills and personal maturity
- ñ Ability to work in detail but also think strategically
- ñ Understanding of Nga Paerewa Health and Disability services standard NZS 8134:2021. •  
Understanding of interRAI principles and bulk funded contracting models
- ñ Understanding of the Employment Relations Act 2000, Holidays Act 2003, Health & Safety legislation and Health & Disability Sector Standards



This position description is not a complete and exhaustive list of tasks but represents the nature of the position.