

# Position Description

## Service Manager – Primary Mental Health



---

### Reports to

General Manager, Patient and Provider Services

### Business Area

Primary Mental Health

---

### Position Purpose:

To develop the Mental Health Service in line with the strategic direction of Pegasus Health and Health NZ. The Service Manager is responsible for providing strategic and thought leadership, clinical oversight and support to all programmes within the Mental Health Service. Support Pegasus Health with the provision of sector, research and clinical knowledge and direction regarding models of care, clinical service delivery (including monitoring of quality and outcomes) and contributes to the development of workforce development strategies to increase clinical capacity and capability within the mental health service.

---

### Dimensions

Direct reports: Mental Health Clinician Team Lead, Health Improvement Clinical Leads, TTW Implementation Lead, GP Clinical Lead, SPPC Lead and Operations Support Manager (approx. 65 full time and part time staff, and Contractors).

---

**Budget responsibility:** Tier 2 Delegations

---

### Key Relationships

#### Internal:

- Clinical Leaders
- All Pegasus Health staff
- General practice members and their practice teams

#### External:

- Ministry of Health
  - Te Whatu Ora
  - Other PHOs
  - Relevant NGOs
  - Public Health Agencies
  - National Workforce Centres
  - Tertiary Institutions / Universities / Education Providers
  - As required other advisors, consultants, media, political representatives, stakeholders, other sector participants and people in the Christchurch community.
- 

### Key Responsibilities

#### Strategy and Engagement

- To develop and implement a strategic plan for the service, that reflects equity and quality standards that enhance the mental health and wellbeing of the people of Canterbury.
  - Provide leadership in clinical governance and service delivery to best serve the Canterbury region. Provide clinical direction and alignment around strategies and objectives defining the key priorities of the service.
  - Identify and actively builds collaborative partnerships both within the health sector and cross-sector to enable vision and strategic priorities are supported.
  - Maintain relationships with tertiary institutions, professional bodies, and National workforce centres to promote workforce development through the service.
  - To be a conduit for local primary mental health care to national partners and stakeholders.
-

Clinical and Thought Leadership	<ul style="list-style-type: none"> <li>• Provide clinical and thought leadership, prioritising safe, high quality, best practice mental health care.</li> <li>• Lead the design and development of mental health and wellbeing services, programmes and new initiatives.</li> <li>• Provide direction and support to the Clinical Team Leads to promote the delivery of evidence informed best practice in a manner that places the patient at the heart of the process.</li> <li>• Represents Pegasus Health in promoting best practice in mental health and well-being with external agencies and key stakeholders.</li> <li>• Ensure that the organisation upholds all health and disability sector expectations.</li> <li>• Nurture commitment and optimism across the team, ensuring staff feel supported and are aligned to the values of Pegasus, working at the top of scope, providing best possible care for patients.</li> </ul>
Quality and Outcomes	<ul style="list-style-type: none"> <li>• Collaborates with consumers, colleagues and other stakeholders to identify, influence and set goals that achieve the organisation vision, values and goals and evidence to enable continuous quality improvement within the service.</li> <li>• Ensures that all programmes within the service are developed with a focus on equity.</li> <li>• Promotes evaluation and data to monitor effectiveness and support proven innovative practice.</li> </ul>
Shapes Systems	<ul style="list-style-type: none"> <li>• Understands and applies systems thinking to communicate system awareness, developing, and initiating alliances within and across the mental health sector locally, regionally and nationally, and across other sectors to improve local health outcomes for service users/patients.</li> <li>• Involve consumers and key stakeholders in decision making for supporting health initiatives, education and training, and health care delivery and improvement.</li> <li>• Builds alliances within the health and other sectors to promote understanding of primary care wellbeing and support models of care and best practice.</li> </ul>
Innovation and Development	<ul style="list-style-type: none"> <li>• Influences and communicates the need for innovation and improvement across all programmes within the mental health service.</li> <li>• Builds support for change and influences informed discussion on mental health and wellbeing issues.</li> <li>• Encourages diverse voices and consumer involvement and advocates for better outcomes via co-design and collaboration both within the organisation and across the health sector.</li> <li>• Demonstrates a commitment to research, innovative service and design and practice.</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>• Evaluating and communicating to the service team and the relevant Strategic Leadership Team member at agreed intervals on:</li> <li>• Project and Service status, implementation issues, risks and risk management strategies.</li> <li>• Individual service running costs and budget variance.</li> <li>• Implementation results against agreed quality measures.</li> <li>• Establish risk identification and reporting process.</li> </ul>
Financial Management	<ul style="list-style-type: none"> <li>• Develop financially sound project proposals and budgets.</li> <li>• Ensure all expenditure is properly accounted for in accordance with Pegasus Health financial delegations and approvals.</li> <li>• Ensure all staff are provided with resources they need to complete their assigned tasks.</li> <li>• Monitor the teams' expenditure against budget and report on reasons for variations and corrective actions taken.</li> <li>• Ensure that project and service overhead costs are kept with budget and budgeted financial results are achieved.</li> </ul>

Continuous Improvement	<ul style="list-style-type: none"> <li>• Ensure all work, processes and systems are continually assessed and developed from a continuous improvement perspective.</li> </ul>
Self-Development	<ul style="list-style-type: none"> <li>• Takes responsibility for personal development and continually develops own professional expertise.</li> </ul>
Commitment to Equity	<ul style="list-style-type: none"> <li>• Demonstrates a commitment and understanding of our obligations under Te Tiriti o Waitangi</li> <li>• Understand the barriers of access for some of our communities and can demonstrate a commitment to contributing of Pegasus Health's Equity Strategy.</li> </ul>
Information Security	<ul style="list-style-type: none"> <li>• Understand and comply with Pegasus Health's information security policies.</li> <li>• Support continuous improvement to our information security policies and procedures.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Comply with responsibilities under the Health and Safety at Work Act 2015.</li> </ul>

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.

#### **Qualifications and Technical Skills:**

##### **Essential**

- Post graduate qualification in business, management or similar
- Change leadership expertise
- Financial management expertise

##### **Desirable**

- A relevant clinical qualification and registration with appropriate national body e.g., NZAC

#### **Experience:**

##### **Essential**

- In effective relationship management
- Experience in delivering strong results
- High level of successful contract negotiation experience
- Effective team leadership experience
- Senior operational management experience

#### **Personal Attributes:**

- High level of emotional intelligence
- Well-developed problem-solving skills
- Strong results focus
- Excellent written and oral communication skills to deliver plain English communications
- Strong quality focus
- Analytical
- Strong co-ordination and organisational skills to attend to a broad range of communications activities
- Dedicated to meeting the expectations and requirements of internal and external customers and delivering outcomes which meet their needs.
- High levels of personal initiative.

#### **Professional Development:**

The Service Manager will be responsible for monitoring and developing their own level of professionalism. This will be achieved through membership in relevant associations and committees and appropriate professional development through attending programmes as agreed with the General Manager - Patient and Provider Services.

## Te Tiriti O Waitangi

Pegasus Health is committed to our obligations under Te Tiriti O Waitangi and the implementations of its principles and intent.

---

## Our Purpose

That all people living in Canterbury lead healthy lives

## Our Role

Together making Canterbury the best place to receive and provide primary care

---

## Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive** every voice is important to us
  - We act with **integrity** doing what is right
  - We **connect**, together we succeed
  - We **strive** for better everyday
-