

# POSITION DESCRIPTION

## TŪRANGA MAHI



<b>Position Title Mahi</b>	Clinical Contracts Manager	<b>Group Kāhui</b>	Therapeutic Services
<b>Reports To Rangatira</b>	Head of Therapeutic Services	<b>Location Taunga Mahi</b>	Tauranga
<b>Hours Haora Mahi</b>	40 – 1FTE	<b>Staff Responsibilities Haepapa Mahi</b>	3-4

### Te Whakakitenga | Our Vision

A Society free from sexual harm and violence

### Kaupapa | Our Purpose

Providing education and prevention to people, whānau and communities. Supporting all people impacted by sexual harm to live their best life through healing

### Ngā Uara | Our Values

Our people display the following values in their work

- Manaakitanga:** Having a place where everyone is welcome, demonstrates integrity and shows respect towards one another.
- Kaitiakitanga:** Providing a safe supportive environment including participation and effective communication.
- Ngā Tūmanako:** Supporting hopes, dreams and aspirations whilst leading by example.
- Mana Motuhake:** Practicing self-empowerment and self-determination by way of accountability and responsibility.
- Whakapakari:** Aspiring to be the best you can be through education, ethics and professionalism.

### Pūtake | Purpose of this Position

The Clinical Contracts Manager is responsible for providing strategic and operational leadership to ensure the delivery of high-quality clinical services that align with Tautoko Mai's vision and values. This role will focus on the design and implementation of ACC and SE contracts, continuous improvement of service delivery, and fostering a positive team culture that supports the healing journey of clients impacted by sexual harm. The Clinical Contracts Manager will lead clinical teams, oversee contract compliance and quality assurance, and build strong relationships with internal and external stakeholders, ensuring that all services are ethical, professional, and culturally responsive.

### Ngā Mahi Matua | Key Accountabilities and Activities

The following is a list of the core accountabilities associated with this role. This is not an exhaustive detailed list of all tasks and activities the incumbent will be involved with, and the expectation is that within any role at Tautoko Mai, some flexibility is required to undertake important tasks which may not be listed within the position description.

KEY ACCOUNTABILITIES	KEY ACTIVITIES
<b>Team Management and Leadership</b>	<ul style="list-style-type: none"> <li>▪ Lead and manage the ACC team to ensure optimal performance and service delivery</li> <li>▪ Provide coaching, mentoring, and professional development opportunities for team members</li> <li>▪ Oversee recruitment, retention, and performance management of clinical staff</li> <li>▪ Foster a collaborative and inclusive team culture aligned with organisational values</li> </ul>
<b>Service Delivery and Design</b>	<ul style="list-style-type: none"> <li>▪ Lead the design and implementation of ACC and SES clinical service contracts</li> <li>▪ Ensure clinical services are aligned with best practices and meet contractual obligations</li> <li>▪ Continuously evaluate and improve service delivery models for effectiveness and efficiency</li> <li>▪ Engage with providers to support day-to-day service delivery and address operational challenges</li> </ul>

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<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>Identify training needs and develop education programmes for ACC/SES team and providers</li> <li>Facilitate professional development opportunities for internal staff</li> <li>Stay current with industry standards and best practices to ensure knowledge transfer across the broader ACC/SES Team.</li> </ul>
<b>Compliance, Quality Assurance and Process Improvement</b>	<ul style="list-style-type: none"> <li>Ensure compliance with ACC and SES contract requirements, relevant legislation, and regulatory standards</li> <li>Develop and implement quality assurance frameworks to monitor and improve clinical outcomes</li> <li>Lead process improvement initiatives to enhance service delivery and operational efficiency</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Develop and deliver regular performance and outcomes reports for internal and external stakeholders</li> <li>Ensure timely and accurate reporting in compliance with ACC and SES contract requirements</li> <li>Use data to inform strategic decision-making and continuous improvement efforts</li> </ul>
<b>Clinical Oversight</b>	<ul style="list-style-type: none"> <li>Provide clinical leadership and oversight to ensure high standards of care and service delivery</li> <li>Monitor provider performance and address clinical risks or issues as they arise</li> <li>Ensure that all clinical services meet ethical and professional standards</li> </ul>
<b>Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>Build and maintain positive stakeholder relationships with key internal and external organisations/agencies and individuals</li> <li>Development and maintain a positive relationship with Iwi Māori</li> <li>Supply written reports in compliance with relevant contracts, legislation and governance as required</li> </ul>
<b>Skill Gaps and Training</b>	<ul style="list-style-type: none"> <li>Identify gaps in clinical skills and competencies within the team and provider network</li> <li>Develop and implement targeted training and development programmes to address skill gaps</li> <li>Monitor the impact of training on clinical performance and service delivery</li> </ul>
<b>Treatment Provider Performance</b>	<ul style="list-style-type: none"> <li>Evaluate and monitor treatment provider performance against key performance indicators (KPIs)</li> <li>Provide feedback and guidance to providers to improve service quality and outcomes</li> <li>Ensure providers meet ACC contract requirements and deliver services that align with organisational values</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>Identify, assess, and manage clinical and operational risks associated with the ACC and SES contracts</li> <li>Develop and implement risk mitigation strategies to ensure the safety and wellbeing of clients and staff</li> <li>Ensure compliance with health and safety legislation and organisational policies</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Promote a culture of health and safety within the organisation and provider network</li> <li>Ensure that all clinical services are delivered in a safe and supportive environment for clients and staff</li> <li>Address any health and safety concerns promptly and in accordance with organisational policies</li> </ul>
<b>Culture</b>	<ul style="list-style-type: none"> <li>Champion organisational culture and values within the clinical team and provider network</li> <li>Foster a positive and inclusive workplace that prioritises the wellbeing of both clients and staff</li> <li>Encourage innovation and continuous improvement in service delivery and clinical practice</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>Design and implement a clinical strategy that guides the organisation's efforts to deliver on the ACC and SES contracts</li> <li>Ensure the strategy is aligned with the organisation's broader goals and objectives</li> <li>Regularly review and update the strategy in response to changes in the external environment or organisational needs</li> </ul>

### Ngā Pūkenga | Key Competencies (Experience, Skills and Knowledge), and Qualifications

- Professional registration and APC – Nurse, Social Worker, Counsellor or similar
- Strong knowledge of ACC systems, processes, and pathways.
- Experienced leading teams and managing direct reports
- Experience in contract management
- Demonstrated ability to build capability in others, including training, coaching, delegating, and motivating performance
- Experience in change management, process improvement, and system enhancement, and how these can be applied to modernise and improve function capability
- Able to use data and generate reports for generating insights

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- Proficient in desktop programmes including Word, PowerPoint, and highly proficient in Excel
- Proficient in using digital tools and methods to solve business problems
- Planning and organisation skills, including multitasking
- Good written skills
- Knowledge of psychology and/or counselling practice
- Knowledge of Privacy and confidentiality legislation and requirements
- A full and unrestricted NZ Driving Licence
- Customer service skills and experience

### Āhuatanga Whaiaro | Personal Attributes

- Experienced leading teams and managing direct reports
- Experience in contract management
- Demonstrated ability to build capability in others, including training, coaching, delegating, and motivating performance
- Experience in change management, process improvement, and system enhancement, and how these can be applied to modernise and improve function capability
- Able to use data and generate reports for generating insights
- Proficient in desktop programmes including Word, PowerPoint, and highly proficient in Excel
- Proficient in using digital tools and methods to solve business problems
- Planning and organisation skills, including multitasking
- Good written skills
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**On behalf of Tautoko Mai Sexual Harm Support:**

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_