



Position Description

Position title	Shift Manager
Reporting to	National Helplines Manager
Purpose	<ul style="list-style-type: none"> • To ensure best practice standards are maintained across all Helplines through the provision of operational and clinical management of all Helplines Operators • To establish a focal point for all staff and volunteers to access day-to-day clinical support through direct management across all services. • This role is responsible for implementing systems and processes through a team management structure that supports the work that occurs in the Helplines Centre. • The role requires sound knowledge of database management and systems as well as clinical knowledge for Helplines Support (eg risk and crisis management)
Direct reports	<ul style="list-style-type: none"> • Helplines Senior Counsellors • Helplines Counsellors • Helplines Volunteers across services
Internal Working Relationships	<ul style="list-style-type: none"> • Leadership Team • Training Team • Helpline Senior Counsellors • Workforce Systems Coordinator • Volunteer Engagement Coordinator • Supervision and Development Coordinator
External Working Relationships	<ul style="list-style-type: none"> • Technical Support Services (Gen-i) • Emergency Services
Accountabilities & Tasks	<ul style="list-style-type: none"> • Be part of an on-site presence in accordance with the seven week roster cycle • Daily monitoring of call response times and call handling by helplines staff • Implement new and enhanced services as required under direction of Helplines Centre Manager • Provide performance management support including nominated performance reviews and follow up as directed by the National Helplines Manager • Provide mentoring to Helpline Volunteers and Helpline Counsellors as and when directed by the Supervision & Development Coordinator and/or the National Helplines Manager. • Model effective communication between staff involved in service delivery in the Helplines Centre • Provide briefings to the National Helplines Manager on emerging issues as required • Implement best practice initiatives under direction of National Helplines Manager • Assist with statistical and narrative reports on services as required • Implement and monitor rostering systems in collaboration with Workforce planner to ensure shifts are covered

	<ul style="list-style-type: none"> • Recruit Helplines Counsellors with advice of National Helplines Manager • Provide input into training and professional development processes as required • Ensure shift handovers meet service requirements • Facilitate and attend service meetings as required • Respond to non-support enquiries • Take helpline calls across services as required • Maintain a clean and tidy work environment and ensure stationery, kitchen and bathroom supplies are maintained and well stocked • Maintain a conducive work environment, particularly regarding noise and distractive behaviours that impact on service delivery • Undertake any other tasks as required from the National Helplines Manager.
<p>Competencies</p>	<p><i>Management</i></p> <ul style="list-style-type: none"> • Is a self-motivated leader with successful team management experience • Has experience of managing rosters • Able to hold and model professional boundaries • Able to clearly communicate at various organisational levels - both orally and written. • Initiates and able to hold difficult conversations regarding performance • Demonstrates emotional intelligence and lateral thinking abilities • Upholds the values of the organisation <p><i>Technical</i></p> <ul style="list-style-type: none"> • Is competent in the technological requirements of the role • Keeps abreast with new trends in professional learning and development technology • Holds qualifications relevant to the role <p><i>Technology</i></p> <ul style="list-style-type: none"> • Has sound understanding and experience of the technologies associated with the Helplines including databases, VOIP telephone systems and other communications (text, email, web chat etc.) • Can intuitively resolve issues themselves, or through following a process • Relevant Information Technology Skills, particularly: <ul style="list-style-type: none"> – Microsoft Windows based applications (e.g. Outlook, Word, Excel, PowerPoint) – Technology Experience in Helplines environments, specifically database technology <p><i>Maori and Biculturalism</i></p> <ul style="list-style-type: none"> • Recognition of Te Tiriti o Waitangi / the Treaty of Waitangi as the founding document of Aotearoa / New Zealand • Demonstrates commitment to the principles of partnership, participation, protection and options – “to walk simultaneously in two worlds” <p><i>Cultural Diversity</i></p> <ul style="list-style-type: none"> • Demonstrates an understanding of different ethnic communities, including Pacific Island peoples, Asian communities, migrants and refugees and a commitment to working in culturally appropriate ways

	<ul style="list-style-type: none"> • Demonstrate an understanding of other areas of diversity (such as sexuality, religious backgrounds etc.) within New Zealand society and a commitment to working in a sensitive and non-discriminatory manner. <p><i>Communication</i></p> <ul style="list-style-type: none"> • Assimilates complex issues and develops appropriate strategies to communicate to internal and external stakeholders. • Effectively expresses ideas verbally and in written form. • Displays active listening skills and asks appropriate questions to demonstrate understanding of issues. • Demonstrates proven ability in using the LL One model brief intervention process to support service users • Is a capable facilitator of training sessions and team meetings <p><i>Self-Organisation</i></p> <ul style="list-style-type: none"> • Demonstrates the ability to identify and set priorities, schedule time and activities. • Copes well with competing demands on time • Constantly improves personal work standards and is resilient and remains calm under stressful conditions <p><i>Interpersonal Skills</i></p> <ul style="list-style-type: none"> • Demonstrates a commitment to organisational excellence and leads by example. • Displays honesty, integrity and ethics in all actions • Shows empathy for others and displays genuine consideration for their needs and feelings. • Deals with all feedback in a constructive manner • Maintains a positive and professional demeanour and integrity, which engenders respect from all stakeholders •
<p>Person Specification</p>	<p><i>Qualifications</i></p> <ul style="list-style-type: none"> • Holds a Diploma or Degree and/or Professional Registration. Examples include Counselling, Psychotherapy, Psychology, Social Work, Mental Health and or Addictions and Nursing, Registrations or membership with a specialist body such as NZAC or PBANZ. <p><i>Skills and Attributes</i></p> <ul style="list-style-type: none"> • Can demonstrate in depth understanding of the clinical work undertaken in Helplines • Has sound experience of database management and VOIP systems • Makes good decisions based on analysis, knowledge, experience, wisdom and judgement. • Demonstrates a good understanding of mental health and well-being and the recovery process • Has a good understanding of the stigma and discrimination associated with mental illness and approaches to countering these • Has experience of mental health and well-being environments such as mental health services, mental health promotion etc.