

Enliven Bureau Manager



Role specification

Role Title

Bureau Manager

Business Unit

Central Office

Location

Central Office

Reports to

Enliven Regional Manager

Direct Reports

Causal Bureau employees, including but not limited to Registered Nurses, Health Care Assistants and Service Workers

Purpose of the role

The PSC Bureau employs casual employees to support business needs. These casual employees are used to fill vacant shifts in the rosters of many of our PSC sites.

The Bureau Managers role is to recruit, organise orientation and training and provide overall management to the casual employees in the Bureau.

The aim of the Bureau is to reduce PSCs spend on agency employees and grow our pool of casual employees so that we may outsource them to other providers.

Organisational overview

At Enliven, we value age. We create age-friendly communities where people can be happy and thrive, regardless of their age or ability. As well as providing practical day-to-day support and quality clinical care, we consider the physical, social, emotional, and cultural needs of each person we support. Our homes and villages are places where older people have companionship, choice, variety, fun, meaningful activity, and a sense of purpose.

Enliven offers a range of positive ageing services and a full continuum of care for older people including independent retirement living, vibrant and welcoming rest homes, specialist hospital and dementia care, engaging day programmes, short-term respite, and health recovery care. Enliven homes and villages can be found in Taranaki, Whanganui, Manawatu, Horowhenua, Wairarapa and throughout the greater Wellington region.

Enliven along with Family Works, our social services for tamariki and whānau, is part of the not-for-profit organisation Presbyterian Support Central (PSC). PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage, and the values we share.

Key Accountabilities

Employee Management

- Manage and facilitate the end-to-end recruitment of all Bureau employees.
- Work with Managers and Team Leaders to ensure all Bureau employees receive the correct orientation.
- Ensure Bureau staff attend mandatory training, feel part of wider organization and are annually appraised.
- Appropriately manage all employee matters in conjunction with Human Resources.
- Approve payroll timesheets in accordance with payroll deadlines.

Bureau Management

- Work with our Enliven Homes to coordinate shift cover in Human Force, our rostering system.
- Ensure that the operational procedures are efficient, meet resident, stakeholder, and employee needs, and meet the business objectives of the Bureau.
- Manage ongoing quality improvement initiatives in all areas of Bureau.
- Triage requests for Bureau employees and refer on to agencies as required.
- Continuously build the Bureau's pool of casual employees, with the aim of outsourcing our agency employees to other providers.

Financial Management

- Maintain contracts with funding agencies as applicable.
- Maintain contracts with suppliers including but not limited to preferred agencies.
- Ensures staff are paid and Bureau journals are managed each month.
- Monitor Bureau and agency usage.



Relationship Management

- Develop and maintain effective relationships with internal and external stakeholders.
- Develop relationship with local and regional volunteer organisations.

Health, safety and wellbeing

- Support organizational health, safety, and wellbeing initiatives
- Support a culture of wellbeing at PSC.
- Role model good health and safety practice and behaviors.
- Report all hazards, incidents, accidents, and near misses.
- Support managers and the organization in remaining compliant to health and safety legislation

Core Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.



Business acumen

- Knows how businesses work.
- Knowledgeable in current and possible future policies, practices, trends.
- Knows the competition.
- Is aware of how strategies and tactics work in the marketplace.



Interpersonal savvy

- Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation.
- Builds appropriate rapport.
- Builds constructive and effective relationships.
- Uses diplomacy and tact.
- Can diffuse even high-tension situations comfortably.



Commitment to Eden Philosophy

- Eden Principles and Domains of Wellbeing are included each year and undertaken in the mandatory training cycle for all staff.
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages.
- Support residents to maintain loving companionship.
- Support residents to give as well as receive care.



- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake.



Organising

- Can marshal resources (people, funding, material, support) to get things done.
- Can orchestrate multiple activities at once to accomplish a goal.
- Uses resources effectively and efficiently.
- Arranges information and files in a useful manner.



Planning

- Accurately scopes out length and difficulty of tasks and projects.
- Sets objectives and goals.
- Breaks down work into the process steps.
- Develops schedules and task/people assignments.
- Anticipates and adjusts for problems and roadblocks.
- Measures performance against goals
- Evaluates results.

Person Specification

Qualifications

- Current drivers' licence

Experience

- Competence in relevant Microsoft Office applications i.e. Word, PowerPoint, Excel and Outlook
- Experience in financial management and budgeting.
- Employee management experience, including recruitment and rostering.
- Stakeholder management experience.

