



# Job Description: General Manager

Whakaaturanga o te Kaiwhakahaere matua

September 2018

## Our Objectives

The objectives of OUTLine New Zealand Inc:

- I. To support, affirm and advance the Aotearoa New Zealand Rainbow Communities\* to achieve successful outcomes by:
  - a. providing programmes which cater for social, educational and emotional needs,
  - b. advocating for social, cultural and political rights, and
  - c. nurturing and providing resources to meet community needs.
- II. To operate a general peer support service (known as OUTLine New Zealand) staffed by self-accepting Rainbow People\*, offering information, peer support and supportive counselling.
- III. To provide face to face counselling where this is appropriate.
- IV. To operate a regular meeting and discussion place.
- V. To work actively to ensure the mental, emotional and physical well-being of people affected by issues and challenges around sexual orientation and/or gender identity within the Rainbow Communities.
- VI. To publish a regular newsletter of interest to the Rainbow Communities.
- VII. To strive to support Rainbow Communities by providing speakers and educational material.
- VIII. To conduct courses on the skills and self-awareness to be considered to be beneficial in the context of living successfully as Rainbow People and to train self-accepting Rainbow People in the counselling skills that will enable them to work with others who may require support in coming to accept them.
- IX. To foster, promote, organise and manage such amenities and facilities, social or otherwise, as the group may think necessary or expedient in furthering its objects.

*\* We use "Rainbow" as an umbrella term to describe people who do not identify as heterosexual, do not fit typical gender norms, and/or we are born with bodies that do not match common biological definitions of male or female. This includes a range of identities and experiences, and encompasses:*

- *Sexual orientation*
- *Diverse gender identity*
- *Diversity of sex characteristics*

*The rainbow population also includes people who do not use a specific identity label, people whose identity changes over time, and people who are in the process of understanding their own identity, and may not have 'come out' to themselves or others.*

<b>Job Title:</b>	General Manager
<b>Reporting to:</b>	OUTLine Board
<b>Location:</b>	Auckland (some travel required, organisation serves the whole of NZ)
<b>Salary:</b>	\$64,500 p.a pro rata + phone + laptop
<b>Hours:</b>	30 per week, negotiable
<b>Applications close:</b>	October 14, 2018

## The role

As the Director of Operations at OUTLine, you will be the key driver in ensuring the effective development and delivery of operations across all areas of the organisation. This role requires flexibility in ways of working and decision-making skills that compliment the challenges faced by a small, charitable organisation that is responsive to the needs of a collection of communities.



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## The person

OUTLine is looking for a person who is excited by the idea of leading OUTLine through a significant period of change over the next 3-5 years. The role will suit those who look forward to a challenge, and alongside other staff, the Board and volunteers you will be work to improve life for everyone Rainbow\* identified in Aotearoa. You will strongly believe in our areas of peer support, health navigation, community development and being a leader in the field of Rainbow mental health in New Zealand. We are looking for a talented individual who has experience in leading not-for-profits and understands the opportunities that this brings.

## The key focus areas of this role are:

1. Leading the delivery of OUTLine's strategic priorities, alongside the board
2. Developing and leading OUTLine's core, and new services
3. Identifying, and maintaining key strategic partnerships
4. Being the public face of the organisation
5. Developing and maintaining strategic relationship with the Board

## Responsibilities in detail

### 1. Organisational Leadership

- Be the primary spokesperson for the organisation.
- In collaboration with the board, develop OUTLine's strategic direction Identify and develop opportunities for organisational growth, through partnerships, funding and/or projects.
- Ensure organisational policies are in place, adhered to and updated as necessary.
- Lead a small and dedicated team to operationalise the OUTLine vision.
- Work with the Board of OUTLine to ensure that the organisation meets all legal requirements of an Incorporated Society
- Establish and maintain relationships within Rainbow communities, and other relevant communities or organisations.
- Develop and maintain relationships with key donors, including personal, philanthropic, and business/corporate.

### 2. Financial Oversight

- Identify and nurture relationships with new and existing funders.
- Oversee the work of the Funding and Finance Administrator to ensure that funding applications and accountabilities are managed in a timely, effective manner, with a focus on increasing funds awarded.
- Produce and operationalise an annual budget, which is reported on monthly to the OUTLine Board.

### 3. Service Development

- Develop, test and refine a sustainable business model that enables cost effective delivery of counselling services across Aotearoa.
- Manage the growth, retention and engagement of OUTLine's volunteer base.
- Ensure that Outline's services are continually evaluated, meets the needs of service users and key professional standards.
- Oversee OUTLine's resources (e.g. assets, offices/premises, computer systems, branding) to ensure they are meeting the needs of the organisation.

## 4. Health and Safety

- Lead a culture of Health and Safety within the organisation.
- Work in partnership with the Board to identify existing and emerging areas of risk.
- Work in partnership with the Board to reduce, mitigate or eliminate identified areas of risk.
- Ensure Health and Safety policies, manuals and procedures are followed and reviewed regularly.

## 5. Reporting

- Prepare a monthly update, prior to Board meetings.
- Meet all regularly, statutory, financial and other reporting requirements on behalf of OUTLine NZ Inc.
- Lead the development of an Annual Report, in partnership with the Board.

## Hours & Salary

- 30 hours per week.
- Flexible working hours, with some expectation of work in evenings and weekends.
- Office based in St Mary's Bay.
- \$64,500 p.a pro rata.

## Key Skills required

- Experience of leading health/social services at a senior manager level or higher.
- An understanding of, and alignment with OUTLine's kaupapa and objectives.
- Strong practice of tikanga Māori and knowledge of Te Ao Māori world views.
- Deep understanding of the experiences of Rainbow\* accessing wellbeing services, with a desire to improve this.
- Experience in developing and operationalising strategic plans in collaboration with multiple stakeholders.
- Experience in leading and managing teams of people.
- Experience in managing organisational finances and budgets.
- Access to reliable transport.
- Public speaking and media experience/training