

# Position Description

**TITLE:** Regional Manager

**LOCATION:** Various

**REPORTS TO:** General Manager Regional Performance

**DIRECT REPORTS:** Yes

## ABOUT HABIT HEALTH

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whanau and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



## Position purpose

The Regional Manager role is primarily responsible for ensuring excellent regional business performance and success by being the leader of our brand and all services within your region. Regional Managers are the eyes and the ears of the company; they champion our people and are at the heart of our inevitable success.

The key focuses are:

1. Operational performance excellence;
2. Customer growth;
3. Customer and client advocacy;
4. Leading highly engaged and cohesive teams; and
5. Regional Stakeholder Management

The Regional Manager has the energy and tenacity to enable our people to continuously improve their ability to deliver above and beyond our staff, customer, client, and shareholder expectations. It is the glue that delivers on KPI promises and drives the ultimate success of Habit Health.

## Key accountabilities

### Operational performance excellence

- To manage the Habit Health business within the Region including customer retention and staff engagement. The exception is our key accounts where customer retention and growth will be the responsibility of our Key Account Managers with regional manager support.

- Work with people managers and/or direct reports to maximise clinician capacity by using regular reporting to identify areas for improvement and implement solutions to actively drive business productivity.
- Ensure that operations run smoothly and according to company policy.
- Contribute to the organisations ability to remain at the forefront of its core business, collaborating across the business to achieve this.
- Deliver budgets and performance targets for the Region.
- Provide accurate and timely management reporting vs Regional Business Plan.

#### **Customer growth**

- To increase the Regions market penetration by marketing current products (including value added products and services) to existing clients and by developing new business initiatives.
- To ensure that the products and services provided to clients are well implemented, profitable, and at a minimum, meet the agreed and specified quality assurance standards.

#### **Customer and client advocacy**

- Monitor client satisfaction and utilise feedback data insights to identify and act on improvement opportunities by region, site and individual.
- Complaint management - Timely manage all client related issues to mitigate risk and achieve resolution through the complaint management process. Upskill team members as needed.

#### **Leading highly engaged and cohesive teams**

- Adhering to Principles and Values - Upholds ethics and values, demonstrates integrity, promotes and defends equal opportunities, builds diverse teams, encourages organisational and individual responsibility towards the community and the environment.
- Advocate and manage messaging to staff on business direction and decision in positive and challenging situations.

#### **Regional Stakeholder Management**

- To develop and maintain effective client relationships through personal representation and by utilising key negotiation and marketing skills.
- To manage external contract providers in a way that will meet both the client needs and satisfaction level including complaint resolution.

#### **People Management**

Managers are representatives of Habit Health both when dealing with external customers or stakeholders, and when dealing with internal employees and contractors. Managers have a lead role in establishing and promoting our expected standards of behaviour and integrity. As a manager you are expected to:

- **Manage employees** in line with the Code of Conduct, and other Habit Health policies, processes, standards and systems in place to support you as a manager (e.g. Coaching and performance management processes).
- **Lead, model and promote** the expected standards of behaviour with integrity within the Code of Conduct and other internal policies and processes, providing employees with education on these where needed. Support and manage messaging to staff on business direction and decision in positive and challenging situations. Lead by example and encourage a positive, productive, and safe team culture.
- **Represent Habit Health positively** when interacting with your staff and deliver its policies, any changes to policy/procedures, initiatives or decisions in a manner consistent with Habit Health's intentions.
- **Take ultimate responsibility** for work quality, development, actions and decisions of employees in your team to ensure initiatives of the group business plan are met.

## General accountabilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi
- Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable.

## Key performance indicators

### Deliverables

- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle. This may include:
  - Performance Metrics
  - Projects
  - Process improvement initiatives
  - Other stretch objectives

### Core Behavioural Competencies

Please refer to [SharePoint](#) for the full descriptors.

\*Customer is encompassing of all customer groups eg. Internal teams, clients, stakeholders etc.

\*\*Only applies to people managers and roles on pathway to leadership.

#### CUSTOMER FOCUS\*



Act with the customer in mind and ensuring the customer is at the centre of everything you do.

#### MOTIVATION TO ACHIEVE



Be action-oriented and respond positively to challenges and opportunities.

#### TEAMWORK



Work together constructively and put the team ahead of individual success.

#### LEADERSHIP\*\*



Provide clear direction and build commitment within the team to achieve Habit Group objectives.

### Culture

- Exemplify our vision, purpose, and values in everything that you do.

## Health and safety

Habit Health are committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
- actively maintain up to date knowledge of health and safety procedures available on SharePoint and complying with reasonable instructions, policies and procedures to ensure Habit Health are able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so eg. manager or health and safety representative (or other contact as appropriate).

## Qualifications, knowledge, skills and experience

### Experience

- High business acumen and business development for success.
- Must be an experienced people leader who can lead large teams, balance the staff journey with customer, client, and shareholder expectations.
- Implementing business decisions and change initiatives.
- Proactiveness in seeking and maximising opportunities.
- Experience delivering outstanding service and operational performance against targets.
- Driving results with data insights - Focuses on customer needs and satisfaction, sets high standards for quality, quantity, and productivities, monitors, and maintains standards, works in a systematic, methodical, and orderly way, consistently achieves work goals.
- Effective Communication Skills.

### Personal Attributes

- Strong personal maturity with the ability to prioritise and delegate.
- Ability to maintain focus and composure in a high growth environment often with elements of disruption and direction change.
- Strong all-round ability with sharp intellect, professionalism and well-developed EQ.
- Ability to work in detail but also at a strategic level.
- Strong execution capability and a track record of completing projects effectively.
- Strong influencing and relationship building skills, capable of getting buy-in in different ways and with different personalities
- Passionate and positive well-rounded, down-to-earth character who can inspire trust and confidence across a professional services group.
- Calm, approachable, organised, structured and methodical even within changing environments.
- Highly competitive and results focussed team player who enjoys winning.