

POSITION DESCRIPTION

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| Employee | Vacant |
| Position | Head of Services and Outreach |
| Employment Basis | Permanent, Full-Time (37.5 hours per week, 1.0 FTE) |
| Location | National Office and Burnett Centre, Ponsonby, Auckland |
| Reporting to | Chief Executive |
| Team Purpose | The Services and Outreach Team contributes to Burnett Foundation Aotearoa work in the areas of developing individual skills, building the strength of communities, and enhancing the capacity of the health workforce to meet the needs of those we serve. The team achieves this through the provision of HIV and STI testing and support, counselling services, peer-led group programmes and education. We deliver programmes and services from our three offices and we also partner with like-minded organisations to maximise the impact of our work. |
| Direct Reports | Seven, including one manager |
| Key Internal Relationships | <ul style="list-style-type: none"> Chief Executive Officer Services and Outreach Team Leadership Team |
| Key External Relationships | <p>Key organisations and individuals relevant to our goals in the areas of service and outreach. This includes:</p> <ul style="list-style-type: none"> DHB sexual health and infectious diseases services GPs and primary care providers Gay and rainbow community venue owners Other community organisations in the HIV, sexual health and rainbow sectors |
| Role Purpose | <p>The Head of Services and Outreach will:</p> <ul style="list-style-type: none"> Oversee all health services and outreach programmes including testing, support, counselling and workforce education Actively lead, support, and develop their team to ensure team members flourish and deliver on agreed objectives and key results Champion client-centred service/programme design and finding new ways of working to achieve greater impact Work closely with the Leadership Team to develop and maintain a range of strategic relationships that support Burnett Foundation's services and outreach work. |

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| Who we are |
| <p>Burnett Foundation Aotearoa (formerly New Zealand AIDS Foundation) has been at the forefront of the community response to HIV in Aotearoa for more than 30 years, a history we're very proud of.</p> <p>With the same passion and commitment as those who came before us, we are working hard to prevent transmission, reduce stigma and maximise the wellbeing of those most affected.</p> <p>Through our community engagement, behaviour-change marketing campaigns, and testing and therapeutic support services, we reach people across the country.</p> <p>As a registered charity, our work is made possible through funding from Te Whatu Ora, passionate trust foundations, and donations from like-minded individuals who share our vision. Together, we are working towards an Aotearoa with zero HIV transmissions where all people living with HIV thrive, and rainbow and takatāpui communities enjoy great sexual health.</p> |

Key Areas of Responsibility and Ownership

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| Organisational Leadership |
| <ul style="list-style-type: none"> • Provide national leadership to ensure the services and outreach function is best positioned to deliver on Burnett Foundation's strategic plan, responds to new evidence and is valued and respected internally and externally. • Actively support the Chief Executive and Leadership Team in managing and promoting a positive culture within the organisation to support organisation-wide thinking and improved ways of working across teams. |
| Management |
| <ul style="list-style-type: none"> • Develop, implement, and monitor annual operating plans for the services and outreach function. Contribute to the development of the organisational strategic plan. • Provide coaching, development and strategic direction to the Services and Outreach Assistant Manager, ensuring workflows and project responsibilities are clearly delegated across the national team • Champion innovation and new opportunities to support Burnett Foundation Aotearoa strategic objectives • Manage staff to ensure they are well supported to succeed in their roles and achieve agreed outcomes. This will include recruitment, induction, training, coaching, development, and performance management. Ensure adequate staffing levels to respond to changing demand patterns. • Develop expense budgets and manage expenditure. • Ensure plans are informed by high quality data and a culture of evaluation is built into services and activities • Contribute to regular reports on progress against KPIs and the annual operating plan for the management team, funders and the Board. |
| Service Delivery |
| <ul style="list-style-type: none"> • Maintain and develop quality client-centred services including HIV/STI testing, condom provision, counselling, and peer support • Ensure a culture of continuous improvement through regular review of client feedback, evaluations, and international best-practice • Oversee the ongoing development of the services database, including staff training, to provide seamless client experiences, protect client information and produce quality data for analysis. |
| Education and other programmes |
| <ul style="list-style-type: none"> • Oversee the development and delivery of an education programme for communities and the health workforce that support the goals of the Burnett Foundation Aotearoa strategic plan • Oversee the development and delivery of agreed peer group programmes |
| Relationships and Partnership |
| <ul style="list-style-type: none"> • Build and maintain partnerships with individuals, venue operators, and agencies that support the implementation of Burnett Foundation Aotearoa services and outreach activities. • Ensure condoms and other resources/collateral are distributed to key community venues |
| Self-Development |

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| <ul style="list-style-type: none"> Through the Burnett Foundation Aotearoa Performance Review process, establish personal/professional development needs/goals that support success in the role of Service and Outreach Manager. Maintain familiarity with relevant evidence and best-practise in HIV prevention and health promotion. |
| Health & safety and Wellbeing |
| <ul style="list-style-type: none"> Proactively support the creation of a positive health and safety culture at Burnett Foundation Aotearoa. Ensure a clear understanding and knowledge of health and safety policies and procedures. Ensure a clear understanding of the hazards and control measures associated with daily operations. Contribute to a positive and inclusive work environment, one that respects each other and values diversity. |
| Any other reasonable task which is consistent with the overall purpose of the position. |

| Skills, Experience & Qualifications. | |
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| Essential | <ul style="list-style-type: none"> Previous management experience of 7 or more years at a senior or executive management level, preferably in a health service or public health setting. Highly developed strategic leadership skills and ability to traverse organisational strategy and day-to-day operations with ease Strong intellect and well-developed analytical and problem-solving skills Outstanding communication skills to convey information and ideas accurately, clearly and in a way that meets the needs of the audience, communicates effectively upwards, downwards, and laterally. Experience working with, understanding of, or commitment to rainbow and takatāpui communities including people living with HIV Experience providing effective direction and support to a multi-disciplinary team Experience developing and managing budgets Ability to develop and maintain strategic relationships with stakeholders |
| Preferred | <ul style="list-style-type: none"> Lived experience in one or more of Burnett Foundation Aotearoa current or emerging priority populations (men who have sex with men, rainbow communities, people living with HIV, Māori, people from high HIV prevalence countries). Knowledge and/or experience of the not-for-profit sector. Previous experience in HIV prevention work |
| Technical / Practical | <ul style="list-style-type: none"> Ability and willingness to work flexible hours. Understanding and ability to manage personal/professional boundaries. Excellent oral and written skills in English. |
| Cultural Responsiveness | We welcome applications from prospective employees who already have some knowledge of Tikanga Māori and Te Reo Māori. It is essential that all employees demonstrate willingness to learning in these areas. |
| Qualifications | <p>A tertiary qualification in at least one of: Health Promotion, Health or Social Care Management, Population/Public Health, Community Work or Community Development.</p> <p>Equivalent work experience may be considered in lieu of a tertiary qualification.</p> |

Position Description Acceptance

I _____ (employee) _____ (date)
have read and agree to accept and work by the above Position Description.

I _____ (manager) _____ (date)
agree that this Position Description is accurate and current.