



Decipher Group Limited – Service Manager

Position Description and Additional Information

December 2025

Service Manager – New Leadership Role

- Lead those who care for our vulnerable people in our community
- Coach capability to enhance the lives of those we support
- Ensure a safe and healthy environment for the people we support

About the organisation

We are a well-established, values driven provider of residential support services for vulnerable people. We are committed to empowering people to live full, meaningful lives in their communities through person-centred and strengths-based approaches.

About the opportunity

As the Service Manager, you will lead and manage a team of support staff delivering high-quality care and support to people in community-based residential homes. You will be responsible for ensuring services are safe, person-centred, and align with sector standards, oversee rosters and resources, and build strong relationships with the people we support, whānau, and stakeholders, Reporting to the General Manager you will:

- Provide strong leadership to frontline staff, ensuring high performance and alignment with organisational values.
- Oversee the day-to-day operations of one or more residential homes, ensuring compliance with Nga Paerewa Health and Disability Standards NZ 8134:2021 and our contractual obligations.
- Develop and maintain Individual Support Plans (ISPs) in collaboration with service users, whānau, and support teams.
- Ensure staffing rosters, leave, and recruitment are managed effectively to maintain service continuity.
- Foster a positive, inclusive, and culturally responsive environment for service users and staff.
- Promote the rights, safety, and wellbeing of people supported, including safeguarding and risk management.
- Work collaboratively with whānau, health professionals, and other agencies to support holistic outcomes.
- Contribute to budget management, reporting, and service development initiatives.
- Monitor service performance and implement continuous quality improvement.

About you

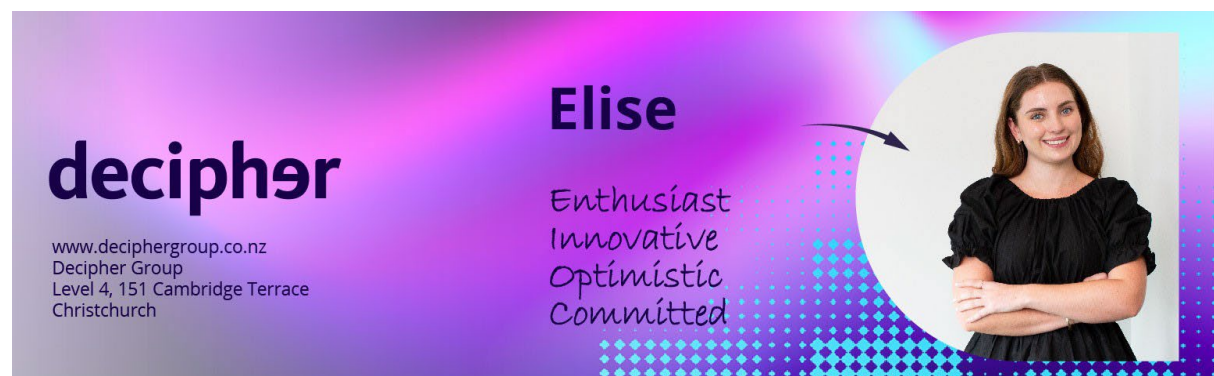
You are a confident, compassionate leader who thrives on making a real difference. With a background in health, social services or nursing, you understand the balance between strategic oversight and hands-on problem solving. You know how to bring out the best in your team, foster collaboration, and ensure that services are both high quality and person-centred. Your understanding of sector standards, compliance requirements, and the importance of culturally responsive practice means you

can navigate challenges with confidence and integrity. Above all, you're driven by the belief that every person should have the opportunity to live with dignity, choice, and independence.

How to apply

To view the Position Description and to apply, visit <https://deciphergroup.co.nz/jobs/service-manager/>
For a confidential discussion about the role; contact Elise Elliott Elise@deciphergroup.co.nz

Please do not email us your CV and Cover Letter. Please use the *Apply Now* link on our website.



Our process



OUTREACH AND ADVERTISING | Applications close mid January

Potential candidates identified through targeted search; applications reviewed and responded to.



APPLICANT SCREENING | January 2026

Initial screening of applications as they are received. This may include a discussion with candidates about their motivations for applying. We aim to run a timely and efficient process.



SELECTING AND SHORTLISTING | January 2026

Once the role has closed our team will present the most qualified candidates to the client. Within this period, all applicants will receive notification of the status of their application.



CANDIDATE INTERVIEWS | January 2026

Decipher Group prioritises a robust and consistent interview framework, based on a behavioural and competency-based assessment. Candidates will be advised of the interview structure and who will be present on the panel. All interviewed candidates will receive prompt feedback and will be advised of next steps once we have debriefed with the interview panel.



VETTING AND DUE DILIGENCE | February 2026

We conduct thorough background checks and referencing to further assess competencies of preferred candidate/s. Decipher Group utilises a third-party provider for pre-employment and probity checks such as criminal history, qualification, employment history and bankruptcy. Our team will notify you in advance prior to us contacting your referees. Throughout the entire process, candidate confidentiality and privacy remain an absolute priority.



DECISION AND ONBOARDING | February 2026

Following a rigorous evaluation, a conditional offer of employment will be made, subject to the completion of the above stage. Our team will communicate regularly with both the client and the successful candidate during this period. At the conclusion of the recruitment process, all remaining candidates will be notified, with the opportunity for feedback.

POSITION DESCRIPTION

Position Title:	Service Manager
Reports To:	General Manager
Direct Reports:	Support Staff

PURPOSE OF THE ROLE

The Service Manager is responsible for the day to day oversight and this includes ensuring high-quality person-centred support, leading a high-performing team, managing staff rosters, maintaining compliance with all regulatory and contractual requirements, and fostering a safe, inclusive, and empowering environment for residents and staff. The role also requires proactive engagement with stakeholders, strategic input into service development, and effective resource management to ensure sustainable, quality service delivery.

KEY RESPONSIBILITIES**Service Leadership**

- Provide strong leadership and support to frontline staff, including support workers and team leaders.
- Ensure all services comply with Health and Disability Service Standards, Ngā Paerewa Health and Disability Standards, and other relevant legislation and contractual agreements.
- Promote a culture of dignity, choice, independence, and continuous improvement.
- Lead the implementation of service development initiatives to enhance quality of care and resident outcomes.

Team Management and Development

- Lead, supervise, and mentor a team of support workers, team leaders, and other frontline staff.
- Conduct regular performance reviews, team meetings, and professional development planning.
- Foster a positive, collaborative, and inclusive team culture aligned with organisational values.
- Support succession planning and workforce capability development.
- Manage staff wellbeing initiatives and address any workplace concerns or conflicts promptly.

Rostering and Workforce Planning

- Maintain efficient and compliant staff rosters.
- Ensure adequate staffing levels across all shifts, including coverage for leave and emergencies.
- Monitor and manage roster-related costs within budget parameters.

Resident Support Oversight

- Oversee the development, implementation, and regular review of individualised support plans, Annual Goals Plans and Risk Management Plans.
- Ensure residents' health, emotional, cultural, and social needs are met in line with person-centred practice.
- Champion culturally responsive support, ensuring alignment with Te Tiriti o Waitangi principles.
- Facilitate strong, respectful relationships with residents' families, whānau, advocates, and external providers.

Operational Management

- Maintain accurate and up-to-date records, documentation, and reporting in accordance with organisational and regulatory requirements.
- Contribute to budgeting, resource allocation, and cost control measures.
- Lead incident management and risk mitigation processes, including investigations, root cause analysis, and reporting.

Stakeholder Engagement

- Represent the organisation in external forums when required
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PERSON SPECIFICATION

Qualifications and Experience

- Relevant qualification in Health, Social Services, or Management (Level 5 or higher).
- Minimum three years' leadership experience in health or social services.
- Proven experience managing staff rosters.
- Knowledge of the Code of Health and Disability Services Consumers' Rights, and Ngā Paerewa Health and Disability Standards.
- Demonstrated experience in leading staff teams, budgeting, and compliance processes.

Skills and Attributes

- Strong leadership, interpersonal, and conflict resolution skills.
- Ability to plan, prioritise, and adapt in a dynamic environment.
- Competent in MS Office Suite and relevant industry software.
- Commitment to culturally responsive practice and understanding of Te Tiriti o Waitangi.
- High level of resilience, emotional intelligence, and professional integrity.

Other requirements

- Full NZ Driver's Licence.
- Ability to work flexible hours, including on call responsibilities.



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www.deciphergroup.co.nz
[https://www.linkedin.com/company/
decipher-group-limited/](https://www.linkedin.com/company/decipher-group-limited/)

Our Diversity, Equity and Inclusion Statement

Decipher Group care deeply about helping individuals achieve their full potential and supporting organisations to thrive by working toward a more progressive future. Fostering a culture of inclusion and belonging that truly values individual differences, backgrounds, and perspectives ignites creativity and new ideas – and this is part of what makes our team exceptional. For us, progress is the only goal worth benchmarking.