



Position Description

Position Title	Kaitataki / Team Lead Whare Tamata Mai
Date	26 April 2024
Approved by	CEO - Tuwharetoa Health Charitable Trust

Position holder	TBC
Reports to	Whanau Engagement Manager
Purpose of the position	<p>The Kaitataki / Team Lead will be responsible for day-to-day oversight, leadership, and management of the Whare Tamata Mai team.</p> <p>The role will support the development of an integrated primary health service based in Matauranga Maori.</p> <p>The role will lead Tuwharetoa Health's interactions with the local Comprehensive Primary and Community Team (CPCT).</p>

Working Relationships	
Internal – Tuwharetoa Health	External
<ul style="list-style-type: none"> ▪ Whanau Engagement Manager and team ▪ Chief Executive Officer (CEO) ▪ Chief Operating Officer (COO) ▪ Financial Controller ▪ Head of Data Science and IT team ▪ Operations Manager and team ▪ Pou Herenga / Te Tira Atamai Manager and team ▪ Whanau, Pepi and Tamariki Manager and team ▪ Executive Management Team (EMT) ▪ Trustees 	<p>Links with</p> <ul style="list-style-type: none"> ▪ Whānau, Hapu and Iwi ▪ Te Whariki Aroha Collective Partners ▪ The local Comprehensive Primary and Community Team (CPCT) ▪ General Practice ▪ Providers of counselling and other primary and mental health services ▪ Te Whatu Ora Lakes Secondary / Community Mental Health and Addiction Services Pinnacle / Midland Health Network ▪ Providers of other community services ▪ Crown Agencies, including Courts, Police, Corrections, MSD, OT, Ministry of Education, and schools

Standard Expectations, Attributes, Knowledge, and Skills
Analytical Thinking and Problem Solving: Ability to both identify problems and use information to resolve them.
Communication: Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.
Confidentiality: Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).
Continuous Improvement: Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.
Cultural Appropriateness: Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngati Tuwharetoa Tikanga and Kawa are desirable.
Cultural Development: Commitment to attending and actively participating in quarterly All Team Hui / Noho Marae.
Health and Safety: Ability to work responsibly under the Health & Safety at Work Act 2015.
Policies: Ability to become familiar with, and work in line with Tuwharetoa Health's policies.
Relationship Development: Ability to build and sustain effective relationships both internally and externally.
Self-Management: Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.
Teamwork: Ability to work with others to achieve goals.
Te Tiriti o Waitangi: Knowledge of the principles of Te Tiriti and how these relate to the development of specific initiatives for Maori.
Values: Ability to conduct themselves in line with Tuwharetoa Health's principles and values of Whanaungatanga (Spirit of Family), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence).
Current Full New Zealand Driver License is essential.

Position Specific Qualifications, Skills, and Experience	
Qualifications	<p>A health professional fully registered under the Health Practitioner Competence Assurance (HPCA) Act 2003, for example a psychologist, registered nurse, or occupational therapist.</p> <p>Or a fully registered alcohol and drug and/or gambling practitioner member of the Addiction Practitioners' Association Aotearoa-New Zealand (Dapaanz)</p> <p>Or a fully registered Social Worker.</p>
Knowledge, skills, and experience	<p>At least two years' experience in the team's area of work.</p> <p>Experience in successfully leading a team or demonstrated readiness to step up into that role.</p> <p>Be prepared to undertake training for professional growth, including to enhance both leadership and service delivery skills.</p> <p>Experience and skill working with whanau Maori.</p> <p>Knowledge of the New Zealand health system.</p> <p>Intermediate level knowledge of computers with experience using Microsoft Office and databases.</p>

Main Responsibilities
Active participation in the organisation's leadership structure.
Day to day leadership and oversight of the Whare Tamata Mai team in line with processes agreed with the Whanau Engagement Manager.
The role will support the development of an integrated primary health service based in Matauranga Maori.
The role will lead Tuwharetoa Health's interactions with the local Comprehensive Primary and Community Team (CPCT).
Ensure new kaimahi in the Whare Tamata Mai team are effectively orientated to their new role.
Regular communication with team members.
Conduct Quarterly Performance Reviews.
Manage and monitor both planned and unplanned leave.
Manage the team's training schedule.
Establish and maintain effective working relationships with other community health and social service providers.
Approve purchase requests in line with budget.
Reporting.

Role Delegations
Financial (limits/mandates etcetera.)
<ul style="list-style-type: none">▪ As per budget
Staffing
<ul style="list-style-type: none">▪ Approximately five direct reports

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Active participation in the organisation's leadership structure	<ul style="list-style-type: none"> • Team Leads will attend and participate in the Leadership Hui as scheduled. • Team Leads may be required to step in as Acting Service Manager from time to time as mutually agreed with their Service Manager. • If required, Team Leads will attend the Executive Management Team (EMT) Hui. For example, to deputise for their Service Manager, or to discuss a specific issue or programme.
Day to day leadership and oversight of the Whare Tamata Mai team in line with processes agreed with the Whanau Engagement Manager NOTE – these processes will be agreed, documented, and filed	<ul style="list-style-type: none"> • Team Leads and Service Managers will work with a <i>No Surprises Approach</i>, in a partnering relationship built on each behaving with integrity and in good faith, with appropriate knowledge and information sharing. • Team Leads will have a weekly one-on-one with their Service Manager. • Team Leads will be involved in recruitment of new team members. • Team Leads will provide leadership to their team, supporting kaimahi to reach their full potential in providing service excellence. • Team Leads will ensure services are delivered in a coordinated manner in line with Tuwharetoa Health's policies and recognised best practice. • Team Leads will be familiar with all policies, particularly those that relate to the work of their team.
The role will support the development of an integrated primary health service based in Matauranga Maori.	<ul style="list-style-type: none"> • [more detail will be agreed with the Whanau Engagement Manager].
The role will lead Tuwharetoa Health's interactions with the local Comprehensive Primary and Community Team (CPCT)	<ul style="list-style-type: none"> • [more detail will be agreed with the Whanau Engagement Manager].

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Ensure new kaimahi in the Whare Tamata Mai team are effectively orientated to their new role.	<ul style="list-style-type: none"> • In discussion with the Service Manager and the Human Resources team, arrange an orientation programme tailored to the kaimahi and the team. • Ensure the new kaimahi is introduced to all the people they need to meet for their role. This will include both Tuwharetoa Health staff and people from other providers and organisations. • Arrange for new kaimahi to shadow an experienced member of the team. • Arrange for the new kaimahi to meet with and possibly shadow kaimahi from other teams as appropriate so that they are aware of the work of the wider organisation and other service delivery options. • Ensure the new kaimahi is aware of their role and responsibilities, including but not limited to referrals, enrolments, assessment, goal setting, service delivery and case noting. • Support kaimahi in their use of all tools including electronic client management systems. • Monitor new kaimahi's progress and put in place any additional assistance required.
Regular communication with team members	<p>One-on-one Meetings</p> <ul style="list-style-type: none"> • Maintain a regular, scheduled programme of weekly one-on-one meetings with all team members. • Keep a record of these meetings using an agreed approach – for example in Employment Hero where both kaimahi and Team Lead are able to view record. <p>Monthly team meetings</p> <ul style="list-style-type: none"> • Scheduled in advance at a regular day and time. • Meeting notes will be kept and filed in the team folder in SharePoint.
Conduct Quarterly Performance Reviews	<ul style="list-style-type: none"> • Team Leads will have quarterly performance reviews with individual staff members. These will be based around Key Performance Indicators (KPIs) and individual goals. • The Service Manager will be included in the annual Performance Appraisal and Development Planning session. This will be scheduled to coincide with the Kaimahi's anniversary in their current role.

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Manage and monitor both planned and unplanned leave	<ul style="list-style-type: none"> • Be aware of a Team Lead’s delegations for leave approval in Tuwharetoa Health’s Delegations Policy and work in line with these delegations. • Work with the team to plan leave, ensuring allowance is made for the Christmas shutdown. • Consider and approve or decline planned leave requests in Datacom after consideration of both staff and service needs. • Team Leads will have access to Datacom and training in its use. • Monitor unplanned leave and discuss issues arising with staff at one-on-ones and/or performance reviews. • Raise ongoing leave issues to Service Manager and/or Human Resources if required.
Manage the team’s training schedule	<ul style="list-style-type: none"> • Work with team members to develop a training plan. • Support team members in identifying and accessing appropriate training. • Receive, consider, and accept or decline training requests, including professional development time in Datacom.
Establish and maintain effective working relationships with other community health and social service providers.	<ul style="list-style-type: none"> • Attend hui or individual meetings with other providers and stakeholders as required to support the team, the organisation, and its role in the community.
Approve purchase requests in line with budget	<ul style="list-style-type: none"> • Manage purchase requests in line with Tuwharetoa Health policy.
Reporting	<ul style="list-style-type: none"> • Monthly service reports to the Leadership Team via service manager. • Quarterly / Six monthly reports to the funder as per contract. • Ensure team members are involved in preparing reports. • Share final report with team members to ensure transparency. • All reporting is directed to the Service Manager.