

Position Description

Position	Team Leader
Team / Service	Consultation Liaison, Wellington Regional Hospital and Hutt Valley Hospital
Group	Mental Health, Addictions & Intellectual Disability Service (MHAIDS)
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Operations Manager, Acute Mental Health Inpatient, After Hours, District and Hospital Services
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from Wellington Regional Hospital and Hutt Valley Hospital

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical, surgical and mental health and intellectual disability services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region

[TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz)

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*MHAIDS is the mental health, addiction and intellectual disability service
for the Capital, Coast, Hutt Valley and Wairarapa districts*

- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addiction and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. The service holds national contracts some of which are delivered in other district locations. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Ō mātou uara – Values

Mahi Pai ‘Can do’: Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Mission

Working together for health and wellbeing.

Capital and Coast

Vision

Keeping our community healthy and well

Value

Manaakitanga – Respect, caring, kindness
 Kotahitanga – Connection, unity, equity
 Rangatiratanga – Autonomy, integrity, excellence

Mission

Together, Improve the Health and Independence of the People of the District

Wairarapa

Vision

“Well Wairarapa – Better health for all”

Value

Manaakitanga – Respect, caring, kindness
 Auaha – Solutions, responsibility, better

Mission

To improve, promote, and protect health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.

Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Service Perspective

The hospital and health services of the Districts provide a range of services, one such group of services includes Mental Health, Addiction and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans two districts - Wairarapa, Capital, Coast and Hutt Valley and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whāriki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The Service has access to business support services including People and Culture, and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

Purpose of the role

The primary purpose of this role is to lead the Consultation Liaison teams in delivering effective and efficient services that enhance clinical excellence and achieve desired health outcomes. As the Team Leader, you will oversee a multi-disciplinary team (MDT) of psychiatrists, allied health, psychologists, nurses, and administrative staff, ensuring the provision of integrated triage, assessment, and treatment for patients referred from Wellington and Hutt Valley Hospitals.

You will facilitate urgent mental health care for patients facing physical health challenges while guiding and supporting the treating teams. Your role will include promoting educational initiatives on engagement and adjustment to mental health conditions, coordinating team participation in MDT meetings, and overseeing care plans and complex case reviews.

The Team Leader is responsible for articulating and driving the direction and goals of the service, ensuring that these objectives are reflected in team and individual plans. This role involves effective communication of goals, establishment of development processes, and active succession planning to support leadership growth within the team. The Team Leader also advocates for CCDHB and MHAIDS' mission, engaging both internal and external stakeholders while implementing strategies for staff participation.

In addition, the Team Leader ensures service delivery meets quality and regulatory standards, managing resources efficiently for optimal value. Responsibilities include monitoring the budget, driving continuous quality improvement initiatives, and minimizing risks within the service. Compliance with health and safety regulations is crucial, involving regular reviews of hazard registers, adherence to pre-employment screening, and timely reporting of work-related incidents to ensure a safe environment for all staff.

Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
Leadership	<ul style="list-style-type: none"> Articulates and drives the direction and goals for the service/s and ensures that these are reflected in team and individual plans. 	<ul style="list-style-type: none"> Goals and direction are effectively communicated. Team and individual plans are in place. Effective staff development processes are in place including performance management. Actively builds succession plans and supports leadership and management development in the team.
Communication	<ul style="list-style-type: none"> Communicates and advocates CCDHB and MHAIDS' mission and priorities both internally and externally. 	<ul style="list-style-type: none"> There is active engagement with external and internal stakeholders. Effective participation strategies and processes are in place for staff.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
Service Delivery	<ul style="list-style-type: none"> ▪ Ensure that the service is delivered to meet its quality and regulatory standards and that resources are allocated so that they add the best value. 	<ul style="list-style-type: none"> ▪ Service is delivered at an excellent level. ▪ Patient care is organised and monitored. ▪ Service delivery is evaluated to ensure effectiveness. ▪ Positive feedback from users of the service. ▪ Resources are allocated appropriately. ▪ Appropriate systems are in place.
Finance Management	<ul style="list-style-type: none"> ▪ Monitor and manage the team's budget and identify and address areas of deviation. 	<ul style="list-style-type: none"> ▪ The team is managed within the agreed budget.
Continuous Quality Improvement	<ul style="list-style-type: none"> ▪ Drive continuous quality improvement activities and initiatives within the service. 	<ul style="list-style-type: none"> ▪ Improvement opportunities are identified and communicated.
Risk Minimisation	<ul style="list-style-type: none"> ▪ Ensures that risk is minimised in the service. 	<ul style="list-style-type: none"> ▪ Risks are identified and communicated.
Health and Safety	<ul style="list-style-type: none"> ▪ Complies with responsibilities under the Health and Safety at Work Act 2015 ▪ Safety Management 	<ul style="list-style-type: none"> ▪ Has read and understood the Health & Safety policy and procedures. ▪ Has read and understood the Health & Safety policy and procedures. ▪ Hazard registers are complete and reviewed 6 monthly in consultation with staff ▪ H&S objectives are set as part of the service planning cycle and reviewed annually in consultation with staff ▪ The pre-employment screening process is followed ▪ A reportable event and review is completed for work accidents ▪ A referral to the Occupational Health and Safety Service is completed within 48 hrs of staff work injury notification ▪ Weekly monitoring is carried out with staff away from work with an injury.

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Decision quality	<ul style="list-style-type: none"> ▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement ▪ Most of his/her decisions and suggestions turn out to be correct and accurate when judged over time ▪ Sought out by others for advice & solutions
Organising	<ul style="list-style-type: none"> ▪ Can marshal resources (people, funding, material, support) to get things done ▪ Can orchestrate multiple activities at once to accomplish a goal ▪ Uses resources effectively and efficiently ▪ Arranges information and files in a useful manner
Priority setting	<ul style="list-style-type: none"> ▪ Spends his/her time and the time of others on what's important ▪ Quickly zeroes in on the critical few and puts the trivial many aside ▪ Can quickly sense what will help or hinder in accomplishing a goal ▪ Eliminates roadblocks ▪ Creates focus
Delegation	<ul style="list-style-type: none"> ▪ Clearly and comfortably delegates both routine and important tasks and decisions ▪ Broadly shares both responsibility and accountability ▪ Tends to trust people to perform ▪ Lets direct reports and others finish their own work
Directing Others	<ul style="list-style-type: none"> ▪ Is good at establishing clear directions ▪ Sets stretching objectives ▪ Distributes the workload appropriately ▪ Lays out work in a well-planned and organised manner ▪ Maintains two-way dialogue with others on work and results ▪ Brings out the best in people ▪ Is a clear communicator
Planning	<ul style="list-style-type: none"> ▪ Accurately scopes out length and difficulty of tasks and projects ▪ Sets objectives and goals ▪ Breaks down work into the process steps ▪ Develops schedules and task/people assignments ▪ Anticipates and adjusts for problems and roadblocks ▪ Measures performance against goals ▪ Evaluates results
Process Management	<ul style="list-style-type: none"> ▪ Good at figuring out the processes necessary to get things done ▪ Knows how to organise people and activities ▪ Understands how to separate and combine tasks into efficient work flow ▪ Knows what to measure and how to measure it ▪ Can see opportunities for synergy and integration where others can't ▪ Can simplify complex processes ▪ Gets more out of fewer resources
Conflict Management	<ul style="list-style-type: none"> ▪ Steps up to conflicts, seeing them as opportunities ▪ Reads situations quickly ▪ Good at focused listening ▪ Can hammer out tough agreements and settle disputes equitably ▪ Can find common ground and get cooperation with minimum noise

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Experience in leading a team of clinicians and administration staff.
- Experience in negotiation and networking across several disciplines.
- Experience on taking ownership accountability and responsibility for the role.
- Experience in anticipating, identifying, and resolving clinical and administrative/management problems to the desired goals
- Knowledge of Mental Health Act, HDC Act, Privacy Act, and other legislation relevant to health and safety of patients and employees
- Experience in managing change

B. Essential Professional Qualifications / Accreditations / Registrations:

- Has a tertiary qualification in any one of the following disciplines: Nursing, Social Work, Psychology, Occupational Therapy or closely allied clinical field
- Current annual practicing certificate
- Current full NZ driver's licence with ability to drive a manual and automatic car (required for roles based in the community or where the role may be required to work across multiple sites).
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail.
- A high standard of written and spoken English.

C. Someone well-suited to the role will place a high value on the following:

- Systems approach to operational management
- Results
- Energetic, inspirational, creative
- Integrity

**Ma tini, ma mano, ka rapa te whai
By joining together we will succeed**