

Position Description

Position	Team Leader
Team / Service	Intellectual Disability Service
Directorate	Mental Health, Addictions & Intellectual Disability Service (MHAIDS)
District	Capital, Coast, Hutt Valley and Wairarapa District
Responsible to	Operations Manager
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	45 Raiha Street, Porirua

Health New Zealand | 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 and surgical hospital 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
- 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.

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

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient units.

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

Whānau 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

Mahi Rangatira – Being our Best

Mission

Working together for health and wellbeing.

Capital & 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

Kotahitanga – Connection, unity, equity

Rangatiratanga – Autonomy, integrity, excellence

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.

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.

Sector Perspective

The Mental Health, Addiction and Intellectual Disability Service (MHAIDS) has over 1600 employees and spans two districts – Wairarapa and Capital, Coast and Hutt Valley.

MHAIDS includes local, regional, and national services. Our local Mental Health & Addiction Service provides care from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. The Forensic & Rehabilitation Service and the Intellectual Disability Service deliver regional and national inpatient services from the Rātonga-Rua-O-Porirua campus.

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

MHAIDS 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, lived-experience, and family advisors, and business, quality and organisational development personnel.

Group Perspective

The intellectual disability services offer inpatient and community services for adults and youth. We provide evidence-based treatment for care and rehabilitation that prepares people with an intellectual disability to live fulfilling, offence-free lives in the community.

The inpatient service operates 24 hours a day, 7 days a week, 365 days a year and provides assessment, treatment and rehabilitation of the above mentioned client group. The service is staffed with medical, nursing, allied health clinicians, mental health support workers, managers and administrators. The nursing and mental health support worker staff all work rostered and rotating shifts. Other staff work Monday to Friday.

The Community team provides two functions: as a Mental Health Intellectual Disability Team which provides assessment and treatment services in the Wellington region and consultation/liaison and training in the central region; and as a Consultation Liaison team which provides assessment and support in the central region to patients whose behaviour has resulted in legal proceedings.

Our forensic intellectual disability services are for people who have a diagnosed intellectual disability and have committed offences. These clients are usually care recipients or special care recipients under the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 (IDCC&R) who have been convicted or

found unfit to stand trial. Some clients are also in service under the Mental Health (Compulsory Assessment and Treatment) Act 1992.

The work is person-centred, well-planned, monitored and responsive to each client's psychological formulation and individual risk profile. Care and rehabilitation is progressive and developmental. This includes teaching and learning new skills through therapeutic programmes, experiential learning and staff walking alongside clients. We work alongside whānau and community agencies to provide the best care we can.

The service's Philosophy of Care is Positive Behaviour Support (PBS). The evidence base for PBS show that the client group is less likely to engage in behaviours of concerns, and more likely to engage in prosocial behaviours and skill development activities, when their quality of life is maximised.

Purpose of the role

The team leader ensures that the inpatient team delivers an effective and efficient service that facilitates, clinical and cultural excellence and desired health outcomes.

The Team Leader is accountable for

- Ensuring the team takes all clinical, cultural and administrative steps necessary to assist tangata whaikaha and their Whanau to achieve optimal health and wellbeing and safety through the provision of appropriate assessment, intervention and education, for both
 - Providing senior clinical advice and support and overseeing the management of risks that may impact on clinical, staffing, team, service & wider Health New Zealand/ Te Whatu Ora operations.
 - Leading, supporting and operationalizing the vision and service developments of the MHAID 3DHB, Service & Team
 - Providing clinical and operational management ensuring HR processes, policy and regulation are completed for the team
 - Ensuring the team/service meets all required key performance indicators
 - Operationalizing the cultural activity of the team and service
 - Providing support to the wider team and it's successful functioning
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Key Accountabilities

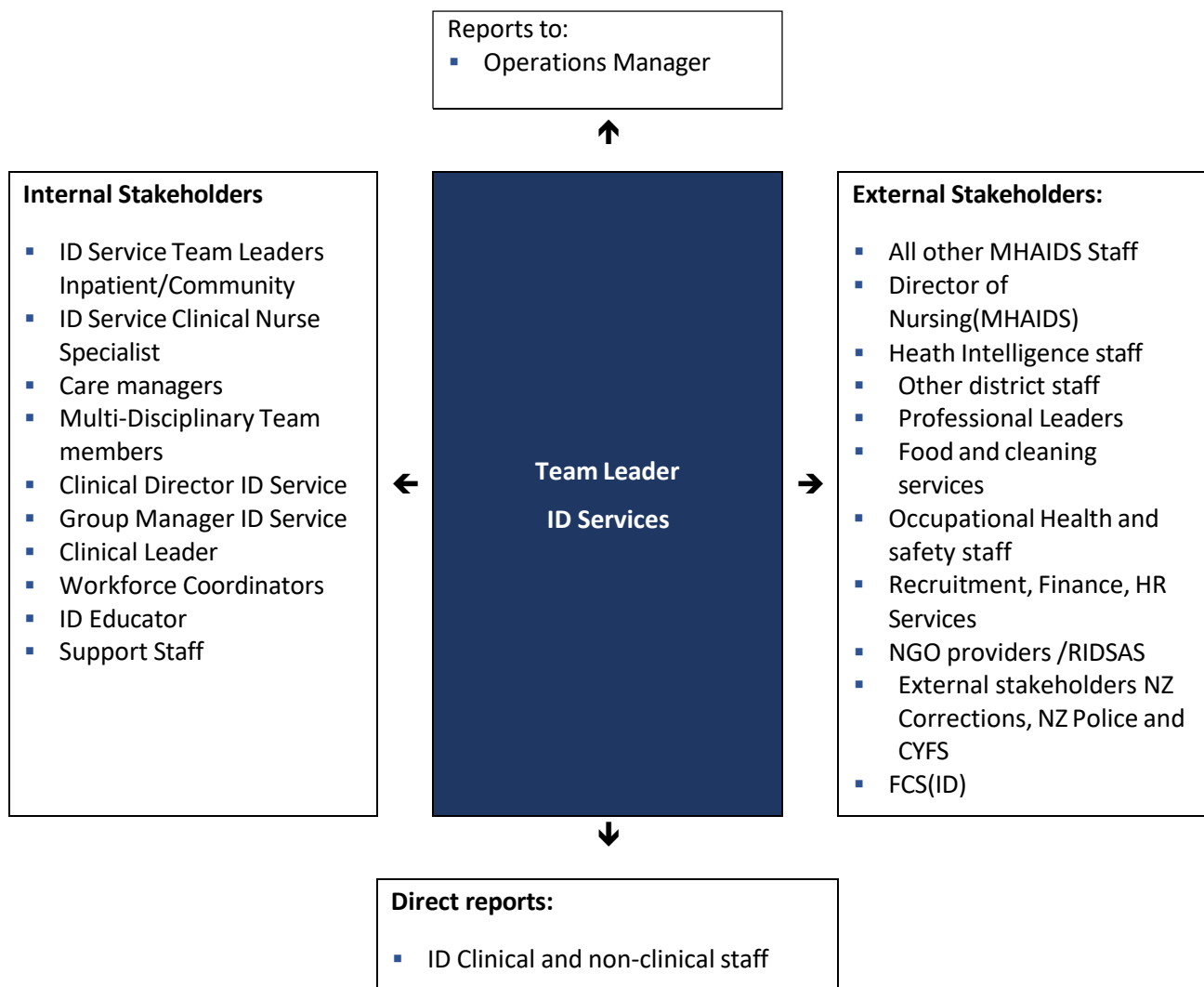
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Leadership	<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
2. Communication	<ul style="list-style-type: none"> ▪ Communicates and advocates MHAIDS, New Zealand/ Te Whatu Ora missions and priorities both internally and externally ▪ Has active engagement with external and internal stakeholders ▪ Effective participation strategies and processes are in place for staff
3. Service Delivery	<ul style="list-style-type: none"> ▪ Ensures that the service is delivered to meet its quality and regulatory standards and that resources are allocated so that they add the best value ▪ Service is delivered at an excellent level ▪ The consumer 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
4. Finance Management	<ul style="list-style-type: none"> ▪ Monitor and manage the teams budget and identify and address areas of deviation ▪ The team is managed within the agreed budget ▪ Accurate and timely reports are produced ▪ Any necessary remedial action is taken
5. Human Resources	<ul style="list-style-type: none"> ▪ Ensures all HR processes are completed as required ▪ Responsible for all HR matters as relates to team ▪ Recruitment ▪ Performance ▪ Leave management ▪ Disciplinary matters ▪ Service exit
6. Continuous Quality Improvement	<ul style="list-style-type: none"> ▪ Drive continuous quality improvement activities and initiatives within the service ▪ Improvement opportunities are identified and communicated. ▪ Improvement plans are implemented. ▪ Improved client/patient satisfaction. ▪ Quality standards are met
7. Risk Minimisation	<ul style="list-style-type: none"> ▪ Ensures that risk is minimised in the service ▪ Risks are identified and communicated.

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> ▪ Risk minimisation plans are implemented. ▪ The reportable events policy and other policies and procedures are complied with. ▪ An audit schedule is adhered to and corrective action taken as necessary
8. Technical outcomes / accountabilities	<ul style="list-style-type: none"> ▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation ▪ Builds appropriate rapport ▪ Builds constructive and effective relationships ▪ Uses diplomacy and tact ▪ Can diffuse even high-tension situations comfortably
9. Continuous improvement and innovation	<ul style="list-style-type: none"> ▪ Establish a culture of continuous improvement, ensuring linked and cohesive MHAIDS, New Zealand/ Te Whatu Ora view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector.
10. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.
11. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities ▪ Safety management – proactive Health & safety systems are in place ▪ Hazard registers are complete and reviewed 6 monthly in consultation with staff ▪ H&S objectives are specific, measurable, achievable, realistic and time-framed and set as part of the service planning cycle and reviewed annually in consultation with staff ▪ All new staff undergo pre-employment screening ▪ Injury Management - reactive safety management systems are in place ▪ All staff have completed H&S orientation (questionnaire repeated annually) and know what to do in the event of an injury which occurred at work

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> ▪ Weekly monitoring is carried out with staff away from work with an injury ▪ A reportable event and review is completed for work accidents
12. Supports cultural practices in inpatient services	<ul style="list-style-type: none"> ▪ Works to support staff and the team to find a balance between clinical and cultural demands ▪ Supports and enthusiastically attends to the Tikanga programme ▪ Operationalising cultural activities in partnership with kaumatua/kaimahi ▪ In MDR supports the process to allow for multi-clinical, cultural and consumer input ▪ Can evidences how the inpatient team brings both clinical and cultural practices together to enhance outcomes for tangata whaikaha

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 solutions and suggestions turn out to be correct and accurate when judged over time Sought out by others for advice and 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

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ 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
Problem Solving	<ul style="list-style-type: none"> ▪ Uses rigorous logic and methods to solve difficult problems with effective solutions ▪ Probes all fruitful sources for answers ▪ Can see hidden problems' ▪ Is excellent at honest analysis ▪ Looks beyond the obvious and doesn't stop at the first answer
Quality & Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on one's work. ▪ Looks for ways to improve work processes - suggests new ideas and approaches. ▪ Explores and trials ideas and suggestions for improvement made by others. ▪ Shows commitment to continuous learning and performance development.
Negotiating	<ul style="list-style-type: none"> ▪ Can negotiate skilfully in tough situations with both internal and external groups; ▪ Can settle differences with minimum noise;

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ Can win concessions without damaging relationships; ▪ Can be both direct and forceful as well as diplomatic; ▪ Gains trust quickly of other parties to the negotiations; ▪ Has a good sense of timing

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 in taking ownership accountability and responsibility for the role.
- Experience in anticipating, identifying, resolving clinical and administrative/management problems to the desired goals
- 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

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

D. Other:

- Computer Literate
- Has full driver's license

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

Health NZ | 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.