

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Team Leader, Ngā Tai Oranga		
Reports to	Operations Manager, Wellington Locality		
Location	Wellington		
Department	MHAIDS		
Direct Reports	Yes	Total FTE	6.85
Date	September 2026		
Salary band (indicative)ⁱ	Dependent on discipline		
Children's Worker roleⁱⁱ	No		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

Manage the day to day delivery of Ngā Tai Oranga functions. The Team Leader supports clinicians to provide high quality liaison, support, and information to clinicians working with tāngata whaiora with significant distress intolerance, emotion dysregulation, and interpersonal difficulties that impact on their day-to-day life. This includes, and is not limited to, coordinating the development of Whole of Service Response Plans (WSRPs), facilitating consultations (e.g., formulation, treatment planning, and clinical plans for risk), providing supervision, and delivering education that enable mental health services to provide psychologically-informed care management and therapy.

The Team Leader will cultivate a team environment that is resilient and responsive to change, and is focused on ensuring an effective and efficient service delivery that facilitates clinical excellence and desired health outcomes. The Team Leader will also work closely with other parts of the wider localities to ensure the Teams visibility and functions are connected throughout MHAIDS, and maintains up to date knowledge of MHAIDS strategic plan and future developments.

As the Team Leader you will also be involved in clinical practice, education and group work.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred

Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements. Any such issues are to be escalated to the Operations Manager and or the Clinical Lead.

Relationships

External	Internal
• [Other Districts and Regions (Whanganui, Mid-Central, Hawke's Bay, and Tairāwhiti) • Consumer advocates & agencies • Whānau • NGO providers/services • Primary Care • ACC • Corrections and Justice staff department	• [Operations Manager • Clinical Lead • Lived Experience and Equity Advisors • Nursing and Allied Health Directors • Learning and Development Team • Tāngata Whaiora • Inpatient and Community Multi-Disciplinary Teams • Māori and Pacific Health Units • Lived Experience Team • MHAIDS Quality Team • Other MHAIDS Teams

About you – to succeed in this role

You will have

Essential:

- [Registration with a Health Regulatory Board
- A current annual practising certificate (APC)
- High level of knowledge, understanding and experience working with, treating, and assessing personality disorders, complex PTSD, and other co-morbid difficulties
- Experience in providing intensive DBT in groups and individually
- Experience in leading a team of clinicians
- Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi and impact of colonisation, including how to apply Te Tiriti principles in a meaningful way in the social worker role.
- A commitment to achieving equitable outcomes for Māori.
- Understanding about the impacts of poverty, discrimination and minority stress.
- Ability to work alongside other mental health clinicians to provide expertise.
- Experience in working effectively in an emotionally challenging and changing environment.
- Understanding and experience in positive and clinically indicated risk taking

Desired:

- [Broad and lateral thinker who can articulate thinking well at all levels

- Adept at working across established networks and structures
- Emotionally resilient
- Flexible and adaptable
- Works well with complexity and ambiguity
- Skilled in time and organisational management
- Works well under pressure – keeps a balance perspective
- Has a full driver's license

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.