

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		
Reports to	Operations Manager		
Location	Wellington		
Department	Crisis Resolution Service - Wellington		
Direct Reports	50	Total FTE	50
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	07-10-2026		
Salary band (indicative)ⁱ	SP Grade 4 Senior Nursing MECA Equivalent Allied Health MECA		
Children's Worker roleⁱⁱ	Yes		

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:

The Team Leader, Wellington Crisis Resolution Service is responsible for managing the day-to-day delivery of the crisis response function within the Wellington & Kāpiti-Porirua localities. Ensuring that the needs of tāngata whaiora and whānau presenting in crisis are met, supporting staff, and maintaining the smooth running of the crisis response function are key components of this role.

The role is positioned to work in partnership with senior clinicians, Lived Experience and Equity Leads to ensure that the team works closely and in partnership with internal and external stakeholders (tāngata whaiora, whānau and community) and delivers on its vision of an integrated approach to service delivery. They will also work closely with the other parts of the wider localities to ensure that the needs of the community are met.

The Team Leader will cultivate a team environment that is resilient and responsive to unanticipated changes. They will ensure decisions are made in collaboration and closest to the people who use our services at a vulnerable time and are focused on ensuring an

effective and efficient service delivery that facilitates clinical excellence and desired health outcomes.

The Team Leader will manage staff based in the Mental Health Emergency Department based and Co-response Teams to ensure timely service flow and responses for tangata whaiora presenting in crisis to these functions and deliver high quality care.

Key Deliverables

- Supports the team to uphold the vision, model of care and principles of the Local Adult Specialist Mental Health and Addiction Service, with an emphasis on locally delivered crisis care in the community.
- Leads the effective, efficient, and safe delivery of clinical services across the crisis response function and acknowledges that crisis care is one part of a connected system approach.
- Ensures the active participation of tāngata whaiora and whānau as equal partners in care through the development of person and whānau led initiatives.
- Works with staff using mana-enhancing practice to affirm their safety and well-being in the workplace, including ensuring all staff have access to professional clinical development and supervision.
- Fosters effective partnerships with Whakarongorau Aotearoa, NGOs, Primary Care providers, other organisations and the community.
- Works closely with local emergency services i.e. NZ Police, Wellington Free Ambulance and Emergency Departments to ensure an effective, safe response to tāngata whaiora and whānau presenting with acute mental health distress.
- Supports the development and roll out of peer support within services.
- Ensuring the service meets and ideally exceeds local and national key performance indicators including national Mental Health and Addiction Targets.

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	• Lead by example to champion and drive Te Whatu Ora development initiatives • Be a visible leader to team members, ensuring effective communication with team members as part of implementing and leading the team • Build and foster a culture and capability objectivity, respect, responsiveness, resilience and excellence to achieve sustainable outcomes • Provide information, support, feedback and development to enable cross functional performance • Encourage and support decision making at point of impact • Work closely with the Operations Manager, to conceptualise, plan and progress improvement initiatives for the Team • Initiate, monitor and implement operational initiatives across MHAIDS, ensuring alignment with broader organisational strategy and goals
Development and leadership of fit-for-	• Contribute to the development of an efficient and effective Mental Health, Addiction & Intellectual Disability Service

purpose sub-district team	- Contribute to the development of the overall strategic and fit-for-purpose approach to Mental Health, Addiction & Intellectual Disability Service, ensuring the team is best able to provide for the healthcare needs of their populations. - Create a team of individuals that have the skills and expertise required to lead transformational change within the team. - Best practice and evidence based service delivery function and models are implemented and evaluated for effectiveness.
Strategic Planning	- Contribute as required and as appropriate, to the Mental Health, Addiction & Intellectual Disability Service's Service and Annual Plans - Collaborate with stakeholders to explore and implement better ways of working. - Develop appropriate KPIs and other performance measures of service delivery and implement them
Strategic Relationship Management	- Develop and maintain strong cooperative relationships across the Te Whatu Ora - Develop and maintain strong cooperative relationships with the operations teams to ensure critical operational imperatives are achieved. - Build strategic alliances, partnerships and collaborate with the community, providers, colleagues to strengthen services and improve health outcomes - Managing and maintaining proactive and constructive relationships
Professional leadership, development and advocacy for team staff and direct leadership and management of direct reports	- Annual plan objectives cascade through performance development plans and targets are achieved - Staff are able to articulate the values, and the agreed behaviours are included within performance development plans - Active participation by staff in improvement initiatives and there is clear, evident leadership - Audits of systems, processes and controls indicate no significant /material breach - There are good team processes for communication constructive debate and joint problem solving - Professional requirements are met and risks relating to professional misconduct or negligence mitigated/ eliminated where possible

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 to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Occupational Health and Safety staff • Payroll • Finance • Local Emergency Departments	• Team Leaders of all teams • Admin staff • Professional Leaders • Quality Coordinators

• NZ Police • Unions • Kenepuru and Wellington Accident and Medical Clinics	• Clinical Governance staff • HR lead for MHAIDS • Management Accountant • Lived Experience Advisors/Leads • MH&A Change Programme staff • Equity Leads • Learning and Development Manager]
---	---

About you – to succeed in this role

You will have

Essential:

- Registration with appropriate professional body – e.g. New Zealand Nursing Council, New Zealand Social Work Registration Board
- A current APC and scope appropriate to place of work
- Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti o Waitangi principles in a meaningful way to the leadership role
- A commitment to achieving equitable outcomes for other priority/vulnerable populations, including Pacific peoples, tāngata whaikaha
- A personal commitment to on-going learning and development, including the attainment/maintenance of the PDRP or other applicable professional frameworks
- Post Graduate qualification or working towards (health-related) e.g. nursing/allied health
- At least 5-7 years' experience as a frontline mental health clinician
- Development, implementation and monitoring of policies, audits, protocols, and guidelines
- Competent computer skills
- Full NZ Drivers Licence
- Ability to consent and undergo a full Police Vetting Check under the Vulnerable Childrens Act (2015)

Desired:

- [Working in a way that is consistent and aligns with the values, principles, model of care and kaupapa of the new Local Adult Specialist Mental Health and Addiction Services.
- Seamless service delivery, to reduce the need for tāngata whaiora and whānau to repeat their stories to different services while in acute distress.
- Working alongside lived experience and external stakeholders, such as NGO's, primary care, NZ Police, local community networks.
- Thinking beyond the service and team to achieve the best outcomes for tāngata whaiora and whānau.
- Demonstrated ability to be responsive, empathetic, culturally competent, and aware.

- The ability to be flexible and adaptable, and to work under pressure.
- Organisational and time management skills.

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.