POSITION DESCRIPTION

Position:	Kaitātaki - Toiora Whānau (Team Lead)	
Reporting to:	Kaihautū – Toiora Whānau (Service Manager)	
Staff responsibility:	Leadership and collegial support.	
Direct Reports:	Approx 14	
Job purpose	Provide strong leadership and organisational skills to the Toiora Whānau team. Supervise, Coordinate and monitor high-quality service delivery to whānau. Kaitātaki will be required to monitor Whānau Ora Outcomes, Government Priorities and deprivation, while Kaitūruki work with whānau.	
Accepted by:	**Employee Signature:**	**Date:**

About Us
Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi.

Our Services
Te Waipuna Health | Primary Health & Medical
Te Taihāhā | Disability Support Service
Waiora Hinengaro | Vocations, Mental Health and Addictions
Toiora Whānau | Whānau and Community
Te Puawai Whānau | Family Start & Tamariki Ora Services
Waiora Whānau | Healthy Families
Whakahaumanu Mana Tāne | Clinical Services Corrections
Te Taituarā | Business Unit

Our Purpose: Korowaitia te puna waiora hei oranga motuhake mote iwi
Protecting the puna waiora, ensuring oranga for all

Our Vision: Āta whangaia te puna waiora o te whānau
Te Oranganui strives to be a puna waiora that fosters whānau wellbeing

Our Mission: Poipoiā te oranga o te whānau kia mau tonu
Te Oranganui invests in whānau to achieve and maintain oranga motuhake

Our Values:

Kotahitanga | Collective Purpose
Kia kotahi te mahi ki te oranga motuhake mō te iwi.

We are working for a common cause to effect positive change for the whānau we serve. We work together through collective purpose and focus.

Whanaungatanga | Together as Whānau
Nō te whānau, mō te whānau.

We acknowledge that whānau are the experts in their own lives. We work together as whānau.

Pono | Acting with Integrity
Mā te pono e rere ai te Mārama.

Integrity fosters clear, clean flow to underpin improved ways of being and doing. We are accountable.

Tika | True to Purpose
Whāia te ara tika ahakoa te aha.

Being true to the purpose of oranga motuhake enables us to maintain standards of care for whānau. We hold ourselves to be true to each other as a whānau.

Provide leadership and guidance to the team and support to Kaihautū.

Tasks

1.1 To provide strong leadership to Kaitūruki.

1.2 Allocation of whānau comes via the Kaitātaki. This enables the first meeting to then occur between the Kaitūruki and the whānau.

1.3 To develop a team with strong systems and processes around achieving key deliverables and whānau result measures / outcomes.

1.4 To lead the team in creating strong community networks, including collaborative partnerships.

1.5 and 1.6 To ensure that Kaitūruki understands the social determinants of whānau, hapū and iwi hauora regionally and nationally.

To ensure that Kaitūruki understands the Iwi of the region and their relatedness to each other and to this service.

1.7 To lead and monitor Kaitūruki performance as well as escalating any performance concerns to the Kaihautū.

1.8 Support Kaihautū with the preparation of Ngā Tangata Kōrero.

1.9 Identify training and education gaps that will improve the performance of the team, designing and delivering training to address needs as required.

2.0 Support with some supervision and He Tangata Kōrero.

Key Performance Indicators

- Lead staff to meet the organisation's expectations for training, productivity, quality, continuous improvement, and goal accomplishment.
- Establish and maintain relevant controls and feedback systems to monitor the delivery of the contracts
- Support staff with supervision and performance conversations.
- Provide oversight and direction to staff in accordance with Te Oranganui’s policies and procedures, and other key guiding documentation

Key Results Area 2: Whānau Ora Practice

Ensure the Whānau Ora framework is being delivered to whānau within best practice guidelines

Tasks

2.1 Ensure the effective and efficient delivery of Whānau Ora service as an underlying approach to delivery across the organisation.

2.2 Ensure that Whānau Ora Key aligns with contractual obligations, Te Oranganui goals and objectives, relevant legislation and policies.

2.3 Ensure that key performance indicators, casework, quality indicators and standards are being well managed and met by the team.

2.4 Effectively allocates referrals to Kaitūruki based on intensity and case load

2.5 Support Kaitūruki to facilitate whānau processes e.g. conflict resolution

2.6 Design and implement service delivery procedures that support seamless and safe practice

2.7 Monitor Kaitūruki work to ensure that it is ethical and meets Whānau Ora standards

2.8 Support Kaitūruki to maintain wellbeing to ensure safe, competent and confident practice

2.9 Complete evaluations so the Kaitūruki can make improvements to their practice

Key Performance Indicators

- Best practice plan for individuals and team developed, implemented and actively managed
- Contract achieving 85% volume targets consistently
- # service delivery complaints
- Supervisor analysis completed within one (1) week of review
- Data sheet developed that reflects intensity levels for referrals

Key Result Area 3: Relationships

Build strong community links that enhance the service provided to whānau

Tasks

3.1 Facilitate regular team meetings to ensure responsibilities and key obligations are met

3.2 Attend internal and external meetings that are relevant to this area of work, representing Toiora Whānau and Te Oranganui as appropriate e.g. Clinical Governance, Health, Safety & Wellbeing, SAM, VIN, FLOW, WCYTO

3.3 Align the work of team with the wider work of Te Oranganui to ensure there is no duplication but that you are all working together and communicating with each other.

3.4 Participate in sector forums or groups that add value to the purpose and kaupapa of Te Oranganui.

3.5 Be an active member of assessment panels providing a kaupapa Māori lens to the work ensuring that Māori whānau receive adequate services and support

3.6 Work in an integrated manner with other Te Oranganui Kaitātaki

3.7 Where necessary, actively lead or organise forums that support a collective impact and co-design approach to our work.

Key Performance Indicators

- Organise monthly team meetings and minutes
- Provide regular relevant feedback on external hui at monthly team meetings as an agenda item
- To be actively involved in whanau/family assessments with Kāituruki
- SMT agreement that collaborative working relationships are present across the services of Te Oranganui
- Regularly meets with Kaihautū to feed up the issues and trends of the teams work

Key Result Area 4: Quality Management

To implement quality management practices that keep kaimahi and whānau safe

Tasks:

4.1 Participate in case management supervision with the Kaitātaki on a weekly basis

4.2 Implement service quality management processes used to monitor and review case management

4.3 Provide and/or facilitate regular internal and external supervision for all employees of Toiora Whānau

4.4 Ensure the supervision agreements are on file for all kaituruki and that there is a feedback loop connected to supervision as a key support mechanism for kaitūruki

4.5 Ensure the policies, practices and procedures within Toiora Whānau have clear guidelines for dealing with conflict, violence and abuse

4.6 Undertake regular self-audits of the service practice to identify any gaps, improvements or achievements

4.7 Undertake regular file reviews to ensure accuracy, completeness and effectiveness of documentation

4.8 Work constructively through audit processes with auditors to ensure that the organisation learns from the process for improvement, rectifies any gaps and errors and celebrates the successes

Key Performance Indicators

- All staff are made clear of and are compliant with the policies, practices and procedures of Te Oranganui.
- Continuously improve service quality to meet or exceed expectations.
- Measure results of quality and align them with the expectations of the organisation to ensure effective management.

Key Result Area 5: Whānau Ora

Uphold the principles of Whānau Ora across the team

Tasks

5.1 Provide leadership and evidence-based Whānau Ora in practice

5.2 Ensure the inclusion of Whānau Ora as core practice within the team

5.3 Ensure Kaitūruki understand the Whānau Ora outcomes framework and include Whānau Ora plans as a contribution to whānau aspirations and potential within their practice

5.4 Ensure that kaimahi work alongside of whānau as creators and drivers of their own Whānau Ora plan

5.5 Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring

5.6 Engage and contribute with other Kaitātaki / Kaihautū to ensure an integrated approach in working with Whānau Ora within Te Oranganui

Key Performance Indicators

- 100% of whānau have current Whānau Ora plan
- 80% of kaimahi have completed Whānau Ora training

Key Result Area 6: Te Oranganui Kaimahi General Provisions

Uphold the values of Te Oranganui

Tasks

6.1 Ensure that Kaituruki understand the values of the organisation and how they should be reflected in all ways within their work in the organisation

6.2 Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc

6.3 Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times

6.4 Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times
6.5 Proactively promote Te Oranganui in a positive light in all activities
6.6 Always behave in a professional manner, providing a good role model for others
6.7 Actively participate in professional supervision and ongoing professional development
6.8 Embody Tikanga Māori in all aspects of your work

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.

PERSON SPECIFICATION

Experience

- A minimum of five (5) years in a similar team leadership or management role
- Substantial and proven experience in the leadership of a large and diverse team, development, training and performance management of staff.
- Experience of reporting (including written reports) and monitoring to tight deadlines

GOAL:

Qualifications

- Tertiary level qualification (Level 7 Bachelor or higher) in social work, education or health
- Formal qualification or can evidence training in professional supervision
- Current practicing certificate with relevant professional body where this aligns with qualifications
- Registration (as appropriate) with relevant professional body where this aligns with qualifications

Personal Attributes and Skills

- Understands that leadership means working with both the team and the Kaihautu/Mataiawa to achieve overarching goals
- Transformational leadership. Able to understand the wider sector and its relevance to Te Oranganui and the practice of the team and Kaitūruki.
- Ability to effectively lead, coach and grow staff to achieve outcomes
- Ability to work positively under pressure and continuously re-prioritise workload while maintaining a high level of accuracy
- Planning and implementation skills
- Excellent interpersonal skills and the ability to communicate with a wide range of stakeholders
- Sound judgement and analysis capable of modifying practice to achieve results and targets
- Excellent organisational skills with the ability to coordinate activities
- Excellent written, literacy, numeracy and IT skills
- Ability to persevere with a task and to display the required energy to achieve the objectives despite obstacles
- Commitment to whānau, hapū and iwi
- Ability to converse and understand Te Reo Māori me ona tikanga
- Strong integrity and professionalism
- Excellent time management
- Ability to work autonomously and is driven to achieve results
- Able to simultaneously manage a diverse range of projects
- Ability to build and maintain credible relationships internally and externally
- A friendly “Can Do” attitude

Physical Attributes – Administration/Management

- A hands-on attitude helping and supporting the organisation with a range of kaupapa
- Must be able to work in an office environment.
- Manual dexterity needed for keyboarding and other repetitive tasks.
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position.

Other Requirements of this Position

- Understands the values of the organisation as key and foundational to the way in which we work
- Non-smoker/Non-vaper – or a full commitment to remain smoke/vape-free during the hours of work
- Current clean, full NZ driver licence
- Must be able to pass Te Oranganui's background, vetting and child protection checks
- New Zealand citizenship, permanent resident status, or a NZ work permit
- Zero tolerance toward family violence