POSITION DESCRIPTION

Position	Kaitātaki – Community Team Leader	
Team:	Te Waipuna Health	
Reporting to:	Kaihautū Te Waipuna Health (Service Manager)	
Hours of work:	40 hours per week 8.30am-5pm Monday to Friday	
Direct Reports	Te Waipuna Health, Community Team	
Job Purpose	The Community Team Lead will provide operational, coordination, and clinical-adjacent leadership to Te Waipuna Health community based kaimahi. The role strengthens day to day support, service integration, escalation pathways, and workforce wellbeing so kaimahi are well supported to deliver consistent, high quality, whānau centred care.	
Accepted by: ***Name***	**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 Ngā Wairiki Ngāti Apa, Te Āti Haunui-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 whānau are the experts in their own lives. We work together as a 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.

Key Results Area 1: Team Leader Duties

Tasks

- Lead and coordinate day today activity across community based roles, ensuring workload visibility, effective prioritisation, responsive service delivery, and clear communication across the team.
- Support the Service Manager by providing operational leadership, guidance, and delegated team leadership support as required.
- Lead and support whānau centred pathways by ensuring timely navigation, warm handovers, and coordinated wraparound responses for whānau with complex health and social needs.
- Provide first line decision support for operational issues, guide kaimahi through day to day challenges, and ensure matters are escalated appropriately to clinical, management, or external partners when required.
- Provide coaching, reflective practice support, and practical wellbeing oversight to sustain kaimahi, promote safe practice, and reduce the risk of burnout across the team.
- Lead service integration by strengthening working relationships between Te Waipuna Health, Te Oranganui services, primary care, community providers, hospital services, iwi, hapū, and whānau supports.
- Contribute to quality and continuous improvement by supporting service development, reporting, data quality, workflow improvement, and consistent practice across community-based service delivery.
- Model and uphold kaupapa Māori practice by demonstrating whānau centred, mana-enhancing, and culturally grounded leadership that reflects Te Oranganui values, Whānau Ora principles, and Te Ao Māori approaches to wellbeing.

Key Results Area 2: Service Delivery

Tasks

- Lead the implementation of new service developments, ensuring kaimahi understand changes, receive appropriate guidance, and are supported to participate effectively.
- Facilitate regular He Tangata Kōrero sessions and support the development, review, and implementation of professional development plans with all direct reports.
- Identify and coordinate training and education opportunities to ensure kaimahi maintain the qualifications, skills, and capability required for their roles.
- Provide clear leadership, direction, and day to day support to the community-based team, ensuring kaimahi understand their roles, responsibilities, and contribution to whānau outcomes.
- Represent the service in local and regional forums, contributing to sector relationships, service alignment, and leadership across community based health and wellbeing pathways.
- Create and maintain a team environment that promotes trust, open communication, collaborative problem solving, creative thinking, and a cohesive team approach.

- Ensure kaimahi receive regular supervision, guidance, and access to team leader support to strengthen safe practice, accountability, and effective team management.
- Manage weekly payroll and leave processes for direct reports accurately and in line with organisational requirements.

Key Results Area 3: Administration

Tasks

- Support accurate, timely, and consistent data entry, record keeping, and reporting across client management systems used by the community team.
- Coordinate referral pathways, follow-up processes, and service responses to support timely access, continuity of care, and effective whānau engagement.
- Monitor key service activity, recalls, follow-up actions, and outstanding tasks to support safe, responsive, and whānau-centred service delivery.
- Ensure information, messages, and operational updates are communicated clearly and appropriately to kaimahi, clinical staff, management, and relevant partners.
- Prepare regular reports on team activity, service delivery, emerging trends, risks, and opportunities for improvement, including recommendations where appropriate.
- Support effective use, monitoring, and management of resources, equipment, supplies, and administrative processes required for community-based service delivery.
- Support achievement of service, contractual, quality, and reporting requirements by monitoring activity, identifying gaps, and contributing to agreed improvement actions.
- Work with the Kaihautū to support budget awareness, funding requirements, service planning, and sustainable use of resources across the community team.
- Support regular performance, development, and wellbeing conversations with direct reports, including agreed goals, learning needs, and professional development planning.

Key Results Area 4: Communication

Tasks

- Lead, attend and contribute to team, service, organisational, and partner meetings to support shared understanding, coordinated planning, clear communication, and follow through on agreed actions.
- Promote and uphold confidentiality, privacy, information sharing, and safe record management practices across the community team in line with organisational requirements.
- Provide leadership within the community team to support collaborative planning, coordinated service delivery, and whānau centred responses across health and wellbeing pathways.
- Support review of service activity, whānau feedback, outcomes, and practice approaches to strengthen effectiveness, responsiveness, and continuous improvement.
- Contribute to the development, review, and implementation of policies, protocols, procedures, and team processes that support safe, consistent, and whānau centred practice.
- Support research, evaluation, service review, and health needs assessment activities that inform planning, service development, and improved outcomes for whānau.
- Oversee accurate and timely documentation, reporting, follow-up, communication, and information flow relating to community team activity, whānau engagement, programmes, and service delivery.

Key Result Area 5: Health Safety & Wellbeing

Tasks

- Following, implementing and ensuring compliance of all health & safety policies and processes of Te Oranganui
- Ensuring all activities are planned, organised and managed well in order to prevent harm and promote wellbeing in the workplace;
- Provide and/or facilitate regular clinical supervision for all kaimahi including self.

Key Results Area 6: Public Relations

Tasks

- Maintains an active and positive relationship across the organisation, Iwi and with all other key stakeholders (as applicable)
- Actively promotes all Te Oranganui services with enthusiasm utilising different types of mediums
- Represent Te Oranganui in a positive and proactive manner.
- Maintain an active role in external forums on behalf of Te Oranganui where appropriate.

Key Results Area 7: Professional Development & Training

Tasks

- Participate in organisational performance management processes including regular performance appraisal
- Undertake all organisational & compulsory training (where applicable)
- Participation in professional development in line with job description or Te Oranganui succession planning (where applicable)
- Attends relevant professional development activities that support consolidation and ongoing development
- Participates in peer review processes, case review and reflective practice
- Professional Development requirements identified for following year/s.

Key Results Area 8: Continuous Quality Improvement/Research

Tasks

- Participate in quality improvement activities (where appropriate) including collecting and maintaining patient related activities for analysis, audit and reporting
- Participate and implement quality protocols/guidelines as appropriate
- Identify and lead research initiatives within the service speciality (as appropriate)

General provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc;
- Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times;
- Ensure the health and safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times;
- Proactively promote Te Oranganui in a positive light in all activities
- Actively participate in ongoing professional development including regular clinical supervision
- Participate in internal and external audits.
- Maintain practice within the code of professional conduct, competencies and standards of the relevant professional body

- Planning, preparation and participation in other events as required

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 & Qualifications

- A minimum of 5 years team leader experience
- Have completed a post-graduate diploma or equivalent/or working towards.
- Primary care experience

Skills and Attributes

- Organisational skills
- Ability to multi-task
- Ability to maintain strict confidentiality
- High level of facilitation and communication skills
- Ability to work unsupervised
- High professional attitude and conduct
- Excellent computer skills

Physical Attributes

- Must be able to function in ever changing and demanding conditions when required.
- Hearing and speech sufficient to communicate clearly with patients and co-workers, monitor patient status and equipment, recognise impending emergencies relating to patients and equipment.
- Must be physically fit as the work is physically demanding, involving standing, walking, sitting, stretching, frequently. (Stature extremes may increase hazard of shared activities).
- A high level of mental concentration is required.
- Visual to read accurately, write/record in a legible manner and operate equipment, safely administer medications, monitor equipment and patient status enabling accurate performance of essential job duties

Other requirements of this position

- Current clean, full NZ driver license
- Must be able to pass Te Oranganui's background check process
- New Zealand citizenship, permanent resident status, or a NZ work permit.