



<b>Job Title:</b>	<b>Team Manager</b>
<b>Department:</b>	<b>Operations</b>
<b>Responsible to:</b>	<b>Services Portfolio Manager</b>
<b>Purpose Statement:</b>	<p>The purpose of this role is to manage assigned team (including clinical leadership where relevant) ensuring team members deliver high quality services to Whānau in their area of responsibility and that funder expectations are met.</p> <p>Team Managers are assigned to services and teams according to their skills and experience and TToH service delivery and role requirements. Depending on team size, Team Managers may carry caseloads or carry out service delivery duties in addition to their team manager role.</p>
<b>Mission:</b>	<p><b><i>Mauri ora ki te Mana Māori</i></b></p> <p>Realising Whānau Potential</p>
<b>Values:</b>	<p><b>Whānaungatanga:</b> We are customer driven/whānau led and actively foster and form positive relationships, partnerships, alliances and connections</p> <p><b>Kotahitanga:</b> We are kaupapa driven and work with each other and others to enhance whānau potential</p> <p><b>Kaitiakitanga:</b> We exhibit custodianship and are stewards of our resources to advance the kaupapa</p> <p><b>Whakamana:</b> We are outcome focused and recognise, respect and uphold mana</p>
<b>Relationships:</b>	<p><b>Internal</b> – TToH Staff, Chief Operations Officer, Executive Management Team, Administration, Operations, Corporate Services, Human Resources, other Service Managers</p> <p><b>External</b> – Local District Health Board Services, Service Stakeholders, Regulatory Councils, other NGO Providers, Collective Impact Partners, Other Referral Agencies, Local Hapu, Iwi and Runanga, Communities and Whānau</p>
<b>VCA Role:</b>	Not a Children's Worker
<b>Structure:</b>	Refer to Structure Chart

## KEY ACCOUNTABILITIES

### ***People Leadership***

- Lead, support, engage and grow team members to deliver results aligned to TToH's philosophy, vision, mission, strategy and values
- Build a highly effective team of kaimahi who work collaboratively and in an integrated way to achieve results
- Provide a platform for open, transparent and trusting working relationships
- Maintain a team environment in which kaimahi are expected and enabled to deliver high quality Kaupapa Māori services and are motivated to do their best
- Manage effective recruitment, selection and induction of kaimahi as delegated and in accordance with TToH policies and procedures
- Manage performance of direct reports including developing performance plans ensuring kaimahi have regular planned performance meetings with you and attend regular team meetings
- Manage and coach kaimahi in their daily work
- Ensure kaimahi are trained, skilled and credentialed in their roles and ensure that their skills are maximised
- Ensure kaimahi work within TToH philosophy, values, policies, procedures and applicable legislation
- Review and approve timesheets and leave requests as per delegations ensuring they are accurate and service delivery is maintained
- Implement peer supervision with kaimahi and ensure professional supervision requirements are met
- Monitor employee schedules and signs of professional overload
- Maintain awareness of how your actions impact on others in your people leadership role

### ***Operational, Clinical/Professional Responsibilities***

- Develop understanding of service delivery requirements of assigned team
- Deliver services in accordance with the philosophies, priorities and objectives of TToH balancing clinical/professional practice with Māori world view practices
- Be accountable for service delivery activities of your team, manage the day-to-day team operations and ensure a smoothly functioning and efficient team
- Manage team work within resource levels helping with workloads to ensure service delivery is maintained
- Provide oversight and leadership to assigned team ensuring they deliver professional services and quality outcomes that meet contract and organisational expectations
- Conduct all business in a manner that serves the needs of whānau and the community and enhances the reputation of TToH
- Manage issues and complaints to resolution
- Understand Whanau rights and TToH responsibilities and ensure they are observed

- Ensure team practice and conduct is ethical, confidential and safe, and that team members professional requirements around registrations such as supervision, credentials, and qualifications are met and maintained

### ***Health and Safety***

- Comply with all requirements set out in TToH's Policies, Standards and Procedures along with legislative requirements relevant to teams' activities
- Investigate any incidents, accidents and near misses and ensure risks/hazards identified are addressed
- Promote awareness of health and safety amongst employees and contractors under your leadership
- Undertake appropriate health and safety hazard and risk assessments and develop control measures to reduce the risks to employees and other persons
- Establish effective supervision of work activities to ensure safe methods of work and systems are maintained at all times
- Make arrangements for the provision of suitable vehicles, equipment, and protective clothing, and establish plans for their maintenance and replacement where necessary

### ***Planning, Data and Performance Reporting***

- Be accountable for the effective implementation of TToH's values, mission, vision and goals in your team
- Develop annual service plans (resources, quality improvements, projects, day to day business, Team Development, staff leave) and report against plans, objectives and targets ensuring the achievement of contracted and organisational targets, requirements and outcomes
- Assist in developing appropriate KPI's for the Service and ensure the achievement of these through effective management practice
- Participate in developing the overall TToH Organisation Strategy
- Collect and analyse information and data required to deliver effective services and use it to inform service delivery decisions
- Understand, implement and improve the management operating system (iMOS) in your areas of responsibility ensuring it captures relevant management data, delivers an accurate picture of delivery and capacity that is relevant and used to inform resourcing decisions and reporting
- Provide reports which show an accurate picture of business performance to the Portfolio Manager
- Keep the Portfolio Manager fully informed on the condition of service delivery and on all important factors influencing it, including;
  - Identifying problems and opportunities and addressing them – bringing those that are appropriate to the Portfolio Manager and facilitating discussion and deliberation
  - Informing the Portfolio Manager about trends, issues, problems and activities, to facilitate decision-making
  - Recommending policy positions
  - Identifying emerging risks and mitigation strategies

- In conjunction with the Portfolio Manager, develop and deliver management and performance reporting suited to the evolving needs of the Organisation so that performance can be understood and assessed

### ***Financial***

- Be accountable for income and expenditure under your control and manage within financial delegations
- Deliver programmes and services that are implemented in a cost effective manner, employing economy whilst maintaining quality

### ***Quality and Development***

- Champion effective practice, creativity and continuous improvement
- Ensure all operations and activities are conducted in accordance with applicable statutory, regulatory, legal and contract requirements
- Manage audit requirements and processes within team to ensure good audit outcomes and follow-up
- Ensure service and programme quality and organisational stability through the development and implementation of standards and controls, systems and procedures and regular evaluation
- Develop and implement business process improvements and promote a culture of continuous improvement

### ***Stakeholder Relations***

- Maintain mutually beneficial relationships with stakeholders so that the organisation is credible, respected and successful
- Represent TToH's view and protect its reputation in stakeholder and community engagements.
- Work with regulatory agencies, related service providers, and other Iwi service providers, to further TToH interests

### ***Other Duties***

- Carry out other duties relevant to the position as may be required by the Portfolio Manager
- The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment

## ORGANISATION WIDE ACCOUNTABILITIES

### ***Kaupapa Te Taiwhenua o Heretaunga***

- Contribute to the delivery of effective, integrated, whānau-led services as part of a team and individually
- Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa, and doing what it takes to advance the kaupapa
- Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
- Understand and promote all aspects of the TToH Kaupapa
- Adhere to and apply TToH values in all aspects of TToH's work
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
- Participate in TToH systems including the Management Operating System (iMOS) and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
- Build knowledge about TToH services and support whānau to access those services.
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
- Participate in regular peer supervision and/or professional supervision
- Work in a reflective manner and take opportunities for self-development

### ***Whānau Ora Practice***

- Develop understanding of the communities that TToH works with
- Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
- Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
- Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
- Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
- Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
- Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

### ***Team***

- Be a resource to teams assigned and the wider team of managers you work with. Work collaboratively; contribute and share knowledge, skills, and abilities to achieve organisation and whānau goals

- Initiate and nurture effective working relationships with team members, experts and networks
- Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
- Carry out assigned duties as directed by manager, remaining flexible and able to carry out different tasks or work with different teams as required
- Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
- Provide support and training to others as part of in-service training in areas of expertise

### ***Sector / Organisational Knowledge and Professional Development***

- Maintain knowledge, understanding and current developments of relevant sector to inform service delivery
- Understand the breadth of services TToH offers and use this knowledge to connect and integrate service delivery and achieve Whanau led services
- Identify and understand the local trends and barriers for whānau through engagement and feedback
- Understand and adhere to the Vulnerable Children's Act
- Maintain applicable professional registrations and certification
- Maintain own development, learning through shared experiences

## PERSON SPECIFICATION

### *Essential for all Managers*

#### **Essential**

- Current Full Driver's Licence.
- Level 4 Management qualification or working towards one
- Specific qualifications and/or experience in assignment field

#### **Desirable**

- Degree level Management qualification

## SKILLS AND EXPERIENCE

#### **Essential**

- Experience motivating and directing staff
- Experience in developing and managing respectful relationships
- Strong customer focus
- Drive and commitment
- Good communication skills including listening
- Self-management and self-awareness
- Planning and organizing
- Computer literate – able to use Microsoft Office effectively

#### **Desirable**

- Significant experience in leading and managing staff
- Proven experience working effectively with Maori communities
- Established relationships with relevant service networks
- Service sector relevant skills
- Te Reo Maori - Practices and observes tikanga
- Understanding of social issues facing Maori in Heretaunga, particularly related to Service / Programme
- Knowledge of applicable legislation e.g. New Zealand Privacy Act, VCA

## PERSONAL ATTRIBUTES

#### **Essential**

- Committed to TToH mission and values
- Willing to work in a Kaupapa Maori way
- Committed to building strong respectful relationships
- Committed to whānau development.
- Reflective and learning agile
- Proven honesty, loyalty and commitment
- Professional with a strong work ethic and can-do approach
- Advanced interpersonal / people skills
- Self-motivated, positive and flexible
- Able to work under pressure